

Client Choice of Vendor

Alberta Aids to Daily Living (AADL) recently clarified its policy concerning an authorizer's responsibility to provide clients with a choice of vendors. This is how the clarified policy reads:

SECTION 4: AUTHORIZATION OF BENEFITS

- (h) Ensure that clients are aware that they have a choice of a minimum of three (3) vendors, and that a full list of all AADL approved vendors is available.
 - i. In some geographic areas, or for some benefits, there may not be a choice of a minimum of three (3) vendors.
 - ii. Recycle Equipment may have a limited choice of vendors.

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- (i) **Not** discriminate or intentionally malign a vendor. In the event that an AADL vendor has provided unacceptable service to an authorizer and/or client, authorizers must inform AADL in writing detailing the circumstances and concerns.

Why?

- The public expects government to be fair and follow due process when conducting business on behalf of Albertans.
- AADL is responsible to ensure that our policy supports impartiality when vendors are selected to provide AADL benefits to Albertans.
- Approximately 10% of complaints formally registered with the AADL Complaint Registry are about clients' choice of vendor.
- Health Regions' policies and procedures are also changing to clarify client responsibility in choosing independent health care vendors.

How to Comply

1. Complete the clinical assessment.
2. Complete the authorization form.
3. Use the AADL vendor list to identify at least 3 vendors that are convenient for the client.
4. If the client chooses a vendor during the assessment, fill in the vendor name on the AADL authorization form.
5. If the client is undecided, leave the information with the client with instructions to call AADL when they decide. Note "Client Choice" in the vendor space on the authorization form.
6. If you use a subset of the AADL vendor list, make the client aware of where to find a list of all the AADL vendors.

Resources and Contact Information

Go to AADL's website at www.seniors.gov.ab.ca/AADL

- Access AADL vendor lists by benefit group
- Get updates and print copies of the list(s)
- Obtain other Regions' lists
- Refer clients directly to the site

Contact an AADL staff member for further clarification on how to adapt your practices

- Cathy Johnson, Program Manager
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If you would like a PowerPoint presentation to adapt the practices of your work team

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