SIERRA VISTA HOSPITAL AND CLINICS	POLICY # 280-03-027
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SUBJECT/TITLE: Doula Support within Sierra Vista Hospital and Clinics	EFFECTIVE: 5/1/26
DEPARTMENT/SCOPE: MedSurg, Emergency Dept., RHC	OWNER: Nursing Administration

SCOPE

This policy applies to all Sierra Vista Hospital and Clinics departments, licensed practitioners, employees, contractors, and volunteers involved in obstetric, perinatal, postpartum, emergency, and inpatient services (SVH Staff).

PURPOSE

To ensure patient-centered culturally responsive, maternity care by authorizing patients to be accompanied by a doula of their choice during pregnancy-related care, labor and delivery, and up to twelve (12) months postpartum in compliance with New Mexico House Bill 214 (Doula Credentialing and Access Act) and Center for Medicare & Medicaid Services (CMS) Conditions of Participation.

DEFINITIONS

Doula: A trained, non-medical support person who provides services, including health education, advocacy or physical, emotional or social support, to a person during the pre-conception period, pregnancy, childbirth or the postpartum period to promote positive health outcomes.

Patient: Any individual receiving pre-conception, pregnancy, childbirth, or postpartum care.

Support Person: An individual selected by the patient to provide comfort and assistance during care.

POLICY

I. Patients have the right to designate a doula to accompany them during applicable care without discrimination based on certification, employment, or reimbursement status.

II. The presence of a doula supports CMS requirements for patient rights, informed decision-making, and culturally competent care.

III. Doula access shall not interfere with the hospital's obligation to provide safe, effective medical care.

IV. This policy will be provided in writing to:

1. Health care providers providing services related to pregnancy, childbirth or the 12-month postpartum period at the facility
2. Patients receiving services related to pregnancy, childbirth or the 12-month postpartum period at the facility
3. Any other person, at the request of the patient

V. A notice of the policy and procedure will be posted:

1. In the admitted patient's room (for services related to pregnancy, childbirth, or the 12-month postpartum period
2. On the Sierra Vista Hospital and Clinics website.

ROLES AND RESPONSIBILITIES

I. Doulas must:

1. Provide proof of certification in the Doula role.
2. Provide proof of immunization status including COVID immunization or proof of exemption.
3. Complete HIPPA training, review infection control policies, and department orientation.

II. Doula provides non-clinical support and must not:

1. Speak for the patient, interfere with provider/patient conversations and make decisions for the patient.
2. Does not perform clinical or medical task, such as taking vital signs, perform fetal heart tone checks, adjusting fetal heart monitors, perform vaginal examinations, perform perineal massage or provide postpartum clinical care
3. Does not diagnose or treat in any modality and will not diagnose medical conditions or present options for medical care.

III. Clinical staff retain full responsibility for medical decision-making and patient care.

IV. Hospital leadership ensures staff education and policy enforcement and is responsible for:

1. Presenting Doula Packet containing HIPPA training, infection control policies and department orientation.
2. Obtaining proof of certification in the Doula role.
3. Obtaining proof of immunizations and COVID immunization status.
4. HIPPA training, infection control policies and department orientation.
5. Maintaining the records.

PROCEDURE

1. Patients may identify a doula during prenatal care, admission, or at any time during hospitalization.
2. The doula's presence will be documented in the electronic health record.
3. Doulas must comply with infection prevention, privacy, safety, and emergency procedures.
4. Doulas may remain with the patient unless their presence poses a documented safety risk.

Patient Rights and Grievance Process: Patients may file a grievance if access to a doula is restricted. Grievances will be handled in accordance with Sierra Vista Hospital and Clinics Patient Bill of Rights and Responsibilities and Patient Complaint/Grievance Procedure, consistent with CMS standards.

Staff Training and Compliance: Staff will receive education on this policy during orientation and annually thereafter.

Quality Assurance and Review: Sierra Vista Hospital and Clinics will monitor compliance through audits, patient feedback, and incident review. This policy will be reviewed at least annually or upon regulatory change.

ASSOCIATED POLICIES

Patient Bill of Rights and Responsibilities policy #850-01-055

Patient Complaint/Grievance Procedure policy #280-03-109

REFERENCES:

New Mexico House Bill 214 – Doula Credentialing and Access Act retrieved from https://www.nmlegis.gov/Sessions/25%20Regular/final/HB0214.pdf

CMS Conditions of Participation – Patient Rights (42 CFR §482.13) retrieved from https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-482/subpart-B/section-482.13