

“Achieving a quality, equitable and sustainable health system”

Home Medical Services

A Home Medical Service (HMS) benefit will be introduced soon allowing insured patients to receive care at home. Care must be referred by a physician and delivered by a BHeC-approved home medical services agency. The benefit covers services such as IV antibiotic therapy, infusions, wound care and catheter changes.

Visit our web site at www.bhec.bm for all our publications and updates

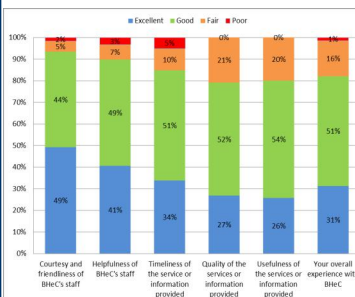
Complaints and Queries

Since 2010, BHeC has recorded the complaints and queries it handles. The rising trend is evident.



Are we any good?

The value of any organization should be reviewed periodically. In this spirit, BHeC conducted a brief evaluation survey to ask you, our stakeholders, what you think of our work. The results were rewarding, and we accept your constructive feedback to engage health professionals more and alleviate concerns about biases. We are grateful for your support, and very thankful for those who responded to the survey.



Employers' Health Insurance Compliance

BHeC recently transitioned to monthly reporting of employers' compliance with the Health Insurance Act 1970. The Act stipulates that employers must provide health insurance for themselves, their employees and non-

employed spouses. Previously this was monitored on a quarterly basis. To ensure compliance, insurers report to BHeC those employers that have inactive, terminated and new policies. BHeC then requires employers with inactive or terminated policies to provide evidence of a new policy or a payment plan with an insurer,

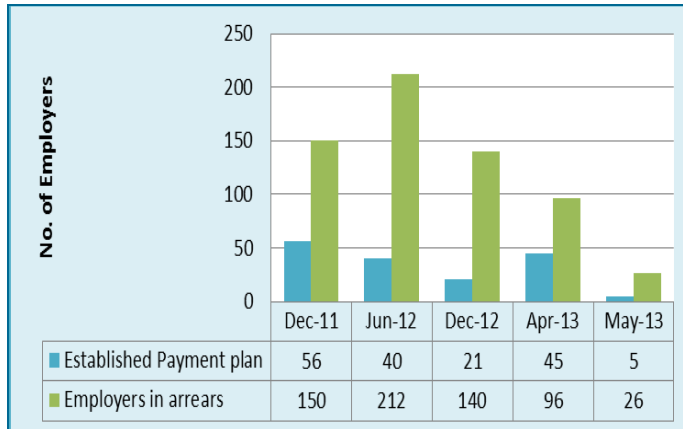


Figure 1: Employers in Arrears/ Established payment Plans

and pursues non-compliant employers through warnings, inspections and legal action when needed. Between April and May, when monthly reporting started, there has been a 72% reduction in employers with inactive policies. The dramatic decline can be attributed to policy changes by insurers and the

establishment of payment plans to settle outstanding premiums. There have also been a number of businesses that have closed since the last reporting period. In addition, feedback from employers reveals that increased enforcement by BHeC has been a contributing factor. However, some employers have persistently evaded their responsibilities under the Act and BHeC will be pursuing legal action against these. For more information about employers' requirements visit our website: www.bhec.bm.

Standards of Practice



The Bermuda Medical Council (BMC) has recently introduced Standards of Practice (Standards) for registered medical practitioners on the Island. The Standards provide guidance for physicians about clinical care, office practices, quality of relationships with patients and more. The Standards are widely supported by the physician community, and were developed by BMC and BHeC with extensive consultation. Section 1 (C) (ii) of the Medical Practitioners Act 1950

grants authority for BMC to issue these Standards. The Standards will be available on BHeC's website on the Professional Bodies page under the BMC. The Bermuda Health Council is working with other professional groups to develop Standards in additional areas of healthcare.

Contact us on 292-6420 or healthcouncil@bhec.bm