



## COLORADO

Department of Health Care  
Policy & Financing

303 E. 17<sup>th</sup> Ave. Suite 1100  
Denver, CO 80203

## Codes of Conduct and Standards of Practice for Colorado Medicaid Doulas

The State of Colorado expects all Medicaid doulas to uphold a high level of ethical responsibility and personal conduct and to act with cultural humility and respect for human rights.

Doulas will maintain professional practices in relation to record-keeping, confidentiality, professional boundaries, business competence, and professional growth.

### Codes of Conduct

*Definition: A code of conduct outlines general principles, values, and ethical standards that individuals within an organization or profession are expected to uphold and focuses on including ethical behavior, integrity, honesty, fairness, respect, and other similar principles.*

1. The Doula offers compassionate, culturally competent and respectful care to clients, acknowledging their ethnic, cultural, and individual diversities while providing support.
2. The Doula maintains high standards of professional conduct and fosters an improved experience for clients that upholds their individual needs and promotes healthcare equity.
3. The Doula holds the client's privacy with utmost respect and ensures the confidentiality, privacy, and trust of individuals, families, and communities that they serve. Doulas also understand and abide by relevant employer policies and state and federal confidentiality laws.
4. The Doula upholds the client's needs and provides collaborative care to clients by communicating effectively and respectfully with clients, colleagues, care providers, and other professionals. Doulas also empower clients to have open communication and discussions directly with their healthcare providers.
5. The Doula regularly engages in continuing education and training to improve skills, competencies, and professional knowledge, and maintain an awareness of new procedures, protocols and developments that are relevant to doula practice.

### Standards of Practice

*Definition: Standards of practice are specific and detailed guidelines that define the expected level of performance or behavior within a particular profession or field.*

6. The Doula provides high-quality care through a variety of support services including physical, emotional, and informational support.

7. The Doula is dependable and honors their professional agreements.
8. The Doula provides clients with appropriate resources when the client’s needs are outside the doula’s scope of practice. The Doula should make every effort to assist each client in accessing local providers, services, education and/or appropriate referrals.
9. Doulas are not medical providers and do not perform medical procedures or interventions, do not provide medical advice, do not diagnose or provide treatment for medical conditions or ailments, and/or take the place of any medical care provider.
10. The Doula collaborates respectfully with other colleagues and health care professionals—treating all members of the care team and health facility with dignity.
11. The Doula creates a relationship where clients are safe to express their feelings, emotions, thoughts, and concerns with their doula.
12. Doulas protect themselves and their businesses by:
  - a. Maintaining professional liability insurance;
  - b. Employing best practices and appropriate protocols for personal safety;
  - c. Being aware of their own physical, mental, and emotional well-being and limitations; and
  - d. Communicating with integrity about their services and capabilities
  - e. Upholding all federal, state, and local laws, regulations and ordinances in their role as in the community birthing professional.

## Integrity

The Doula shall maintain accurate record keeping and billing and shall comply with health insurance and Medicaid standard set forth.

- f. The Doula will ensure billing practices are transparent and ethical and will promptly address any discrepancies.
- g. The Doula will promote perinatal, postpartum and child wellbeing.
- h. The Doula commits to positively influence the perception of Doulas within the community birthing profession by consistently upholding professionalism and recognizes that each Doula represents the community as a whole.

*Doulas are valuable birthing professionals in the Colorado community who endeavor to honor and uphold this code of ethics and professional conduct with integrity.*

X

DATE:

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Signature