

## Self-assessment Checklist: Provider-client Boundaries

This resource is designed to help healthcare business owners evaluate policies and procedures relating to professional ethics and behavior. For additional risk control tools and information on a range of other risk management-related topics, visit the websites of [CNA](#), [HPSO](#) and/or [NSO](#).

RISK CONTROL GUIDELINES	YES/NO	ACTION(S) NEEDED TO REDUCE RISKS
<b>HEALTHCARE PROVIDERS</b>		
<i>I avoid any activities with clients that fall outside of accepted medical or mental health practices (e.g., agreeing to meet them at social events or communicating with them on a social media site outside of the parameters of a professional relationship).</i>		
<i>I avoid any high-risk client situations, such as a dual relationship.</i>		
<i>I do not relate to clients in what may appear to be a self-serving manner (e.g., by charging excessive fees or exchanging services for personal or sexual favors).</i>		
<i>I conduct therapy in an open and straightforward manner, never communicating, meeting or working with clients secretly.</i>		
<i>I understand facility policies and procedures regarding professional boundaries and adhere to these policies consistently.</i>		
<i>I avoid multiple relationships with clients, their significant others and their family members.</i>		
<i>I read my state practice act at least once a year to ensure that I understand the legal and ethical scope of practice in my state.</i>		
<i>I unilaterally terminate relationships with clients only if clinically indicated, and in such situations I always:</i> <ul style="list-style-type: none"> <li>▪ Notify the client and offer to discuss the reasons.</li> <li>▪ Draft and send a termination letter, retaining a copy in the client's file.</li> <li>▪ Note the client's response to the termination letter.</li> </ul>		
<b>HEALTHCARE BUSINESS OWNERS</b>		
<i>I offer appropriate clinical support for providers in compliance with supervisory or employment agreements.</i>		
<i>I educate providers about boundary issues, alerting them to the following red flags:</i> <ul style="list-style-type: none"> <li>▪ Assuming a dual role.</li> <li>▪ Extracting inappropriate fees.</li> <li>▪ Engaging in inappropriate activities with a client.</li> <li>▪ Accepting gifts from or giving gifts to a client.</li> <li>▪ Becoming a business partner with a client.</li> <li>▪ Connecting inappropriately with a client on a social media site.</li> </ul>		
<i>I conduct ongoing peer review and performance evaluations of all healthcare providers' competencies, focusing on clinical conduct, ethical awareness, and rapport with colleagues and clients.</i>		
<i>I am familiar with the provisions of my state's practice act governing scope of practice and professional boundaries.</i>		