

## NATIONAL ASSOCIATION OF TRAVEL HEALTHCARE ORGANIZATIONS

### STANDARDS OF PRACTICE & PROCEDURES

#### NATHO STATEMENT ON GUIDELINES FOR PROFESSIONAL CONDUCT

##### **Preamble**

The National Association of Travel Healthcare Organizations recognizes as professionals all individuals who provide Travel Healthcare services whether they recruit for clients or for their own organizations. NATHO stresses honesty, objectivity, integrity, and competency. Members of NATHO are obligated to conduct business so that their actions reflect positively on the profession and the association.

##### **General**

The National Association of Travel Healthcare Organizations was established in 2008 to create and enforce industry standards for our profession; these standards are to apply to all persons or organizations involved in the placement or staffing of Travel Healthcare Professionals. The goal of the Standards of Practice and Procedures is to set clear and effective parameters of behavior for all individuals affected by the industry, including Travel Healthcare Candidates and Clients. Failure to perform to the following criteria constitutes a disregard for the professional criteria established by NATHO and its Code of Ethics.

##### **Definitions:**

The following are entities involved in the Travel Healthcare staffing process:

- The Candidate (Travel Healthcare Professional)
- The Client (client or potential client)
- Travel Healthcare Company – this includes both companies and individuals who act as procuring agents by introducing a Travel Healthcare Professional to a Client and hence becoming the substantial cause of the placement of the Travel Healthcare Professional with that Client.
- Contract (a legally binding written or verbal agreement setting forth the terms and conditions specific and unique to the relationship between the Travel Healthcare Company and a person authorized to approve payment of a fee by the hiring/contracting entity.)

##### **RESPONSIBILITIES OF ENTITIES**

###### **Travel Healthcare Company should:**

- A. Have received a signed contract from the client, and clearly state all conditions under which a fee may be incurred, and the terms of payment, before submitting a curriculum vitae for the client's consideration (with the exception of government contracts);
- B. Present a Candidate only after receiving permission from the Candidate for each specific assignment; and submit CV of candidate only with permission from client.
- C. At a minimum, the following should be disclosed to the candidate when requesting permission in order to result in a valid submittal to a client
  - i. Name of client
  - ii. Location of worksite
  - iii. Compensation
  - iv. Time frames for work
  - v. Clinical requirements
- D. Verbal presentation of a Travel Healthcare Professional is acceptable only if followed within 24 hours by a curriculum vitae.
- E. Advise Clients as timely as possible if the original search or placement objective cannot be met as agreed upon; Present all information to both Candidates and Clients fully and fairly to allow comprehensive evaluation by each party;
- F. Attempt to amicably resolve any disputes between **Travel Healthcare Companies** with a minimum amount of involvement by the Client and Candidate;
- G. Accept as assignments only situations where the Client has formally agreed to the level of service promised. Assignments beyond the scope or capability of the **Travel Healthcare Company** shall not be accepted;
- H. Report to the NATHO any substantive violation/infraction of these Standards or of the NATHO Code of Ethics;
- I. Honor all contractual arrangements;
- J. Maintain regular contact with candidate for the purposes of providing satisfactory service during their placement and assignment.

###### **Clients Should:**

- A. Work with Travel Healthcare Companies with whom they have established a contractual relationship, preferably written;
- B. Reject curricula vitae, submittals, and other forms of communications from entities with whom they have no formal working arrangements;
- C. Keep meticulous records of Candidate referrals and submittals, including times, dates, and travel healthcare companies;
- D. Insist on complete Candidate information when accepting submittals; a valid referral is defined as follows by NATHO standards:
  - i. Receiving curriculum vitae of Candidate.
  - ii. Travel Healthcare Company fully apprising the Candidate of the details of the position when requesting permission to present.

- iii. Furnishing credentialing information, if required.
- iv. Arranging for the telephone interview, if required.
- E. Refrain from recognizing the submission of just names and phone numbers of a Candidate as a bona fide referral. This includes names and addresses by Travel Healthcare Professionals contained in data banks;
- F. Refuse a referral that would violate a pre-existing contract with another Travel Healthcare company;
- G. Report to the NATHO any violation/infracton of these Standards or of the NATHO Code of Ethics;
- H. Thoroughly discuss, if practical, excluded Candidates before the initiation of the search;
- I. Honor all contractual arrangements;
- J. Keep the Travel Healthcare company apprised of issues relevant to the search;
- K. Accept verbal referrals of candidates from Travel Healthcare company only in anticipation of receiving the candidate's curriculum vitae or written referral within 24 hours;
- L. Respond in a timely manner to Travel Healthcare company with respect to the client's interest in pursuing the referred candidates;
- M. Contact NATHO Headquarters to resolve possible disputes.

**Candidates Should:**

- A. Provide employment history and credentials that are complete and factual;
- B. Acknowledge whether he/she has already been presented to Client/opportunity;
- C. Be prepared to acknowledge which Travel Healthcare Company referred him/her to a position including who presented the assignment and/or assisted in making the placement;
- D. Be prepared to give timely and complete feedback on referrals to both the Client and Travel Healthcare company;
- E Report to the NATHO any violation/infracton of these Standards or of the NATHO Code of Ethics;
- F. Require that Travel Healthcare Firms present accurate and complete information regarding practice opportunities;
- G. Respond in a timely manner to Travel Healthcare Company telephone calls or email communications.

**Specific Unacceptable Practices**

Pursuant to standards set forth above, these are examples of unacceptable practices.

- 1. Claiming as proprietary an unscreened Candidate whose name appears on mailing lists or in data banks.
- 2. Claiming as proprietary a Candidate who has not yet agreed to accept an assignment with the Client or Travel Healthcare Company.
- 3. Misrepresentation of Client opportunity or Travel Healthcare Company benefits.
- 4. Misrepresentation of Candidate's skills or abilities to Client.
- 5. Violating EEOC guidelines.
- 6. Submitting unsolicited C.V.s. This would include lists, data banks, individual applications, C.V.s and other forms where consent between the Candidate/Client and the Travel Healthcare Company has not been established.
- 7. Attempting to collect a fee or claim as their own employee (either for the initial placement or via an extension without a minimum 90 day break) a Travel Healthcare Candidate when the Travel Healthcare Company was not the procuring cause of a Candidate's decision to accept the initial assignment with the Client, unless specific contractual agreements otherwise exist. In cases where a Client receives more than one submittal on the same Candidate, the submittal of the Travel Healthcare Company that obtains the actual Offer will be honored. If more than one Travel Healthcare Company receives the offer from the Client, the Traveler will be entitled to choose which Travel Healthcare Company will represent and/or employ them.

**Remedy**

If a dispute occurs among the entities as listed above, the first obligation is for the entities to resolve the issue among themselves. If their attempts fail, NATHO will facilitate non-binding arbitration upon request. Only as a last resort will entities use legal action to resolve disputes.

\*The above are MINIMUM Standards, and in cases whereby specific contracts between Travel Healthcare Companies and their Clients or Travelers include standards in excess of these minimums, the maximum standards will be honored.