

Title:

- Guidelines for the reimbursement of expenses for service users participating in the design, development and delivery of services in the Health Service Executive (HSE).

Name (s) and Location(s):

- National Advocacy Unit.

Document reference number		Document developed by	Mr. Greg Price National Advocacy Unit HSE
Revision number		Document approved by	Dr. Philip Crowley National Director of Quality & Patient Safety
Approval date	24/10/11	Responsibility for implementation	All employees of the HSE
Revision date		Responsibility for review and audit	Mr. Greg Price National Advocacy Unit HSE

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1.0 Policy

- 1.1 It is policy of the HSE to adopt and apply the following guidelines for the reimbursement of expenses for service users who are invited to participate in the design, development and delivery of services in the HSE.

2.0 Purpose

- 2.1 The intention of these guidelines is to ensure mechanisms are in place for the reimbursement of service user's expenses. This policy will also enable departments to estimate costs when planning service user involvement programmes and activities.
- 2.2 The following **key principles** underpin this policy:
- Service users should be properly compensated for out of pocket expenses when contributing to any service user involvement activities at the invitation of the HSE.
 - The process of claiming for the reimbursement of expenses should be as straightforward as possible, while following procedures that allow the HSE to properly account for payments made.
 - HSE will be explicit about the areas of activity for which expenses may be reimbursed.
 - HSE will provide support to service users who require help in submitting claims for the reimbursement of expenses.
 - Reimbursing service users for expenses incurred whilst contributing their expertise and time to meetings, committees, training or other involvement activities organised by the HSE is best practice. This policy should be viewed alongside the 'National Strategy for Service User Involvement in the Irish Health and Social Services' (DoHC & HSE 2008).

3.0 Scope

This guideline applies to all service users who are invited to participate in the design, development and delivery of services in the HSE.

4.0 Legislation/other related policies

National Strategy for Service User Involvement in the Irish Health and Social Services (DoHC & HSE 2008).

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5.0 Glossary of Terms and Definitions

Service user:

For the purpose of this policy we use the term 'service user' to include:

- People who use health and social care services as patients
- Carers, parents and guardians
- Organisations and communities that represent the interests of people who use health and social care services
- Members of the public and communities who are potential users of health services and social care interventions (DoHC & HSE 2008:6).

6.0 Roles and Responsibilities

It is the responsibility of all managers within the HSE to be aware of and comply with the contents of this guideline.

It is the responsibility of any manager who is involved in inviting service users to participate in any service user fora/meeting etc. to bring this guideline to the attention of the Chairperson/Lead of that fora/meeting etc.

7.0 Guideline

7.1 Travel expenses

- 7.1.1 The HSE will offer **travel** expenses for events, training and meetings etc. to service users who have been invited to participate. The reimbursement of expenses will be made at the rate of 30c per mile or 18c per kilometre.
- 7.1.2 People are expected to use public transport at standard class rate and fares will be reimbursed only when a valid ticket/receipt is produced. Consideration should also be given to booking tickets on line and avail of lowest possible rates. An expenses form must be completed by the person claiming the expense and authorised by a relevant HSE member of staff (see Appendix 1).
- 7.1.3 The use of taxis is appropriate for those who cannot use public transport due to access issues, but should be agreed in advance by the HSE member of staff who invited them to participate.
- 7.1.4 Cars should only be used when public transport is not available or where the mileage claimed does not exceed the standard rail/bus fare applicable at that time. Where the costs do exceed the standard rail fare only this amount will be paid.
- 7.1.5 Cars may be used when more than two people are attending. The mileage claimed, however, should not exceed the costs of joint rail or bus fares applicable at the time. Where the costs do exceed any joint standard rail fare only this amount will be paid.
- 7.1.6 All journeys undertaken by car should be agreed between the HSE staff member responsible for the area of work in advance of the event or meeting.
- 7.1.7 Where a car is used, parking costs can be claimed to cover the duration of the meeting although parking fines and any other fines will not be covered. Receipts should be produced to support claims
- 7.1.8 For those who use their car the HSE lead manager responsible for inviting them to attend may request a copy of the vehicle registration certificate and insurance documents to ensure that the car is legal and safe.
- 7.1.9. The HSE will **not** pay travel expenses for those activities which are wholly open to the public, except where specific invitations have been issued to individuals to contribute to the event.

7.2 Subsistence Expenses

- 7.2.1 Service users may claim the actual costs of meals and/or refreshments where:
- The meeting/visit exceeds five hours, including travel time
 - The expenditure is not met directly by the meeting organiser or organisation being visited. If lunch is provided at the meeting, then no subsistence expense will be payable.

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- 7.2.2 Where additional expenditure is necessarily incurred receipts must be provided and an expenses form must be completed by the person claiming the expense and authorised by the relevant HSE member of staff.

7.3 Receipted Expenses

- 7.3.1 Receipted expenses refer to expenses other than travel and subsistence that may need to be reimbursed in order to enable people to participate, for example alternative care, child care, personal assistance.
- 7.3.2 Where a person may need to organise alternative care or where a service user requires personal assistance in order to participate, **such expenses must be authorised by the relevant HSE member of staff in advance**. Where possible a registered carer or caring agency should be used to provide alternative care. Invoices or receipts used from these agencies will be required as proof of expense.
- 7.3.3 HSE staff who organise the meetings should take into account the high cost involved in such cases where an invited service user requires a personal assistant (PA), as the PA may be required 24/7 if the service user is out of their normal environment. The matter of whether or not the PA is employed by the HSE or by the service user would also need to be considered as this could have insurance implications.

7.4 Budgets

- 7.4.1 The HSE funds used to pay expenses should come from the regional, programme or project budget responsible for the area of work.

7.5 Claiming Money in Advance

- 7.5.1 Expenses are usually paid in arrears (i.e. after the event). If the cost is significant and is likely to cause the participant difficulty, suitable arrangements may be made to make a payment in advance. This will need to be discussed and authorised by the lead manager.

7.6 Roles & Responsibilities

- 7.6.1 Staff who invite service users to meetings or who organise activities should ensure that the appropriate claim form is readily available, to enable those who wish to claim reimbursement of expenses to do so. Details of claims forms can be found at Appendix 1
- 7.6.2 A claim form needs to be provided on the day of the meeting and, if required, a reply-paid envelope to return the completed form. All relevant sections of the form must be completed to avoid unnecessary delays in payment and all claims must be received within thirty days of actual expenditure. This should be made clear on the form. Only hard copies of the claim form will be accepted, signed as appropriate by the service user who participated.

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- 7.6.3 Once a claim is submitted, staff should therefore ensure that reimbursement is made as soon as possible but no later than 30 working days after the claim has been received. The lead manager will need to calculate the payment due for mileage claims, based on the current rates, prior to sending the forms through for payment.

7.7 Implementation Plan

- 7.7.1 Circulation to all Directors, Regional Directors of Operations and Regional Managers for Consumer Affairs for dissemination to all staff.
- 7.7.2 Publication on HSEnet.
- 7.7.3 Circulation to managers accountable for all existing consumer panels / patient fora.
- 7.7.4 Adoption by all HSE staff.
- 7.7.5 Review.
- 7.7.6 Audit.

7.8 Revision and Audit

- 7.8.1 The Policy will be revised annually.



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Appendix 1 Involvement claim form



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

SERVICE: _____

SERVICE USERS CLAIM FOR TRAVELLING EXPENSES AND SUBSISTENCE ALLOWANCES

Please note: Claim forms that are not submitted on the day of the involvement activity must be received by the HSE within a period of thirty days after the date of the involvement activity.

NAME: _____

DATE: _____

EMAIL: _____

TELEPHONE NUMBER: _____

OFFICAL ADDRESS: _____

LOCATON OF MEETING: _____

Time of departure from residence	Time of return to residence	Number of Hours	Distance of Meeting (miles/kilometres) Please specify	Amount claimed for Travelling Expenses €	Amount claimed for Subsistence Allowances €

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Total Subsistence Allowance: _____

Total Travelling Expenses: _____ (Taxi fares by prior agreement and supported by a receipt)

Total Receipted Expenses: _____ (By prior agreement and supported by receipt)

Overall Total: _____

Signature of claimant _____ **Date:** _____

I certify that the claimant attended the meeting(s) on the date(s) shown and that the account is correct.

Managers Name: _____ **Signature:** _____ **Date:** _____

Declaration by Service User:

I declare that the information given on this claim form is true and complete to the best of my knowledge.

Where I am claiming for mileage costs I declare that this was the most direct route available

I understand that action may be taken against me if I make an incorrect claim

Please return the completed form in the stamp addressed envelope provided or to the relevant lead HSE member of staff.

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Appendix 2 Information for users and carers on claiming expenses.

When you are invited by the HSE to participate in a meeting, advisory group, forum or conference, we will reimburse the expenses you incur for travel, subsistence (food and drink) and receipted expenses where authorised:

Travel

- Train and bus fares should be booked at the lowest possible rate on line (<http://www.irishrail.ie/home/>). If this is not possible standard fare tickets can be paid for at the day of travel at the train/bus station. Ensure that you keep your receipts.
- If there is no public transport near you or you have arranged to take a number of people in your car then you must agree this with the relevant HSE staff member in advance of the meeting. Once agreed you will then be paid a rate of 30c per mile or 18c per kilometre travelled.
- If you use a car then the Regional Manager or Manger at Head Office can ask for a copy of your vehicle registration documents and insurance documents to make sure that the car that we are paying for is legal and safe.
- You must have receipts and use an expenses claim form, which will be given to you, to claim back these expenses.

Subsistence

You can claim back the cost of food or drink that you have had to buy on the day of the meeting, but only:

- When the total time involved has been five hours or more and no drinks or food was provided at the meeting.
- If you have expenses to claim then you must have receipts and use an expenses claim form to claim these back.

Other costs

- Any other costs, such as costs of caring for a child or an adult, must be authorised in advance of the meeting by the relevant HSE staff member.
- We will aim to make sure that you get any expenses reimbursed as quickly as possible and in a way that suits your needs.

Appendix 3 Involvement agreement between the HSE and Service Users

Name of Project/Activity/Meeting	
Purpose/Aims of project/activity/meeting	
Timescale, length and commitment of the project/activity/meeting	
Where project/activity/meeting will be held	
Role of participant and experience/skills required	
Responsibilities of participant	
Responsibilities of member of staff leading the project/activity/meeting	
Contact details of member of staff	
Payment and expenses detail	

Complete record to be retained locally and an electronic copy to be sent to:

Lisa Monahan, National Advocacy Unit, Oak House, Millennium Park, Naas, Co. Kildare
Lisa.monahan@hse.ie

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**Privacy and Confidentiality Policy.
Please Refer to Policy No: HSEMA 010**

The use of personal information or data about patients is governed by

- Statute Law e.g. The Data Protection Act, 1998 and 2003, Freedom of Information Act 1997 and 2003.
- Confidentiality between the healthcare provider and the receiver is protected by common law in Ireland.
- Professional Practice Standards e.g. An Bord Altranais Code of Professional Conduct for each Nurse and Midwife, April 2000. Code of Conduct for Doctors, Irish Medical Council.
- Local policies, protocols and documentation e.g. HSEMA Staff Handbook (A Practical Guide for Staff), HSEMA Records Management Policy, (HSEMA) Policy on Record Retention Periods, HSEMA Guidelines on Good Research Practice, HSEMA Consent to Treatment Policy, ICON Information Sharing Framework, Local Administration Policies, Local HR and Recruitment Policies, ICON Information Sharing Framework document etc.

Staff of the HSE (including employees, contractors and volunteers) shall not disclose any information collected from an individual to any other person, body or agency except for the purposes for which it was collected unless:

- the individual has consented to the disclosure;
- the individual would reasonably have known that the information would be disclosed;
- the staff believe on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or to another person;
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty or for the protection of the public revenue.
- All of the information concerning another person, to which you have access as a result of your involvement in the HSE, is strictly confidential. No *unauthorised* discussion or disclosure of information shall take place externally or within the HSE.

Likewise, in the course of attending meetings within the HSE, you may have access to information that is discussed in confidence for the purpose of progressing the business of health and social services. All such information is strictly confidential and no *unauthorised* discussion or disclosure of information shall take place externally or within the HSE.

As acknowledgment that you have read this agreement and understand HSE policies on the disclosure of information and confidentiality, you should sign below.

I, have read the above information and understand the policy on confidentiality and the release of information.

Signature of service user.....

Date...../...../.....

Signature of witness.....

Date...../...../.....

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