

Novant Health Verified Doula Program

Program Background

Novant Health's top priority is the health and safety of our patients and team members. To help ensure and enhance our safety measures, which are more important than ever before with COVID-19 in our communities, Novant Health is asking all vendors, agents, contractors and those who perform professional support services within its facilities to adhere to its long-standing verification policy.

As such, the Women's Health Institute is implementing the same verification program for doulas. This will aid in the continued health and safety of patients and team members, and it will allow those patients who have secured the emotional support services of doulas increased access to that important support throughout their labor and birth experience.

Novant Health respects the professional and compassionate support doulas provide to women across all the communities during the prenatal, birth, and postpartum periods, and we're happy to formally recognize doulas as valuable members of the patient's chosen emotional support team.

Frequently Asked Questions

How do I become verified?

Novant Health uses the vendor credentialing platform Vendormate via GHX to register vendors, verify credentials and monitor compliance.

All vendors, agents, and representatives who will provide services at a Novant Health location or have remote access to Novant Health's IT system must be registered and compliant in Vendormate.

To create an account, please visit <https://registersupplier.ghx.com/reg/network/vendor/>

A list of Novant Health's requirements are attached to this letter. All requirements must be completed and the representative in "PASS" status in Vendormate prior to coming on-site or accessing our IT system.

For Vendormate questions or assistance, visit <http://ghx.com/customer-care/> or call (888) 476-0377.

What is the cost of Vendormate registration?

There is a fee of \$25 for the verification process. While Novant Health does not set pricing for Vendormate, we did work closely with the third party to explore and secure a reduced cost for doulas to complete their screening process.

Why is there a cost? Is there a way to get the fee waived?

We understand patients choose doulas to provide them with an invaluable support service. Similar to all Novant Health team members, vendors, and contractors who perform paid professional services at our facilities, a proof of immunization, drug screening and comprehensive background check must be completed. This is to help ensure the health and safety of our patients, which is our top priority.

To ensure the privacy of individuals undergoing a background check, Novant Health goes through a third party to complete the process. As such, the one-time fee goes directly to Vendormate, which sets the costs. The one-time fee will cover all doulas within an incorporated group or an individual doula should he or she practice independently.

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Do I need an independent doula certification to be a verified doula at Novant Health?

As part of the verification process, doulas will be asked to provide one of the following: proof of independent certification or doula training.

Doulas without proof of certification can instead provide three letters of recommendation from nurses, midwives, or physicians.

What are the verification requirements?

Verification requires the completion of proof of vaccination, a background check, and drug screening.

Does the verification process make me an affiliate of Novant Health?

No, becoming a verified doula does not make you an affiliate or team member of Novant Health.

How long does the verification process take?

Verification times may vary due to background check and drug screening clearance. Most verifications are completed within 10 days.

Will verified doulas have an orientation or training?

Verified doulas will need to complete Novant Health I-Learning modules Blood-borne Pathogens module, NE0139.

How are verified doulas affected by COVID-19 safety measures?

Verified doulas will no longer be considered visitors and as such, will no longer be subject to visitor restrictions in our acute care facilities.

Novant Health has instituted universal masking and screenings for all facilities. As with all team members, visitors, vendors and individuals providing professional support services, verified doulas will be required to wear a mask and will be screened at the entrance of the hospital for signs and symptoms of illness, including fever.

At this time, verified doulas will not be able to accompany moms to prenatal visits, the post-partum care area or post-partum follow up visits.

Anyone who has tested positive for COVID-19 or has been in direct contact with someone infected with COVID-19 cannot provide in-person labor support for at least 14 days.

Will verified doulas be allowed to support patients who have tested positive for COVID-19?

For patients who have declined testing or have tested positive for COVID-19, doulas can provide virtual doula care.

Why did Novant Health make the decision to require verification now?

When COVID-19 began to impact our communities, the careful decision was made to implement visitor restrictions across our entire healthcare system to help ensure the safety of our patients and team members. As a result, a laboring mother can only be accompanied by one support person. We understand the invaluable and important supportive role doulas play in the labor and delivery of patients, which is why we have encouraged the use of tools like FaceTime and other apps to ensure connection during that time.

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As we began to resume postponed services and lift some visitor restrictions, Novant Health re-evaluated our policies for visitors, contractors, and individuals providing professional support services across our entire footprint. In fact, Novant Health has long required any individual or entity providing a professional support service to complete an application through Vendormate.

As such, we're communicating with all doulas the need for verification by going through this third party. A welcome result for all parties is that doulas will no longer be classified as visitors and will be able to be an additional support person for laboring mothers, during COVID-19 – and beyond.

How does required verification support doulas?

The program formally recognizes doulas as important members of the patient's chosen support care team. Verified doulas will be issued Novant Health badges, allowing increased access to support areas.

Further, verified doulas will no longer be considered visitors. This means doulas will not be impacted by current or future visitor restrictions put in place in our hospitals.

Going through this process also supports doulas through education on patient privacy, safety and corporate policies, which all of our team members have access to. In fact, Novant Health nurses, midwives, physicians and team members who have patient contact are required to complete mandatory education and by not having any exceptions, we can better ensure consistent, quality care for patients.

Together, we can support Novant Health's commitment to providing a remarkable patient experience, including policies designed to support women through an empowering birth experience.

A note about Novant Health's non-discrimination policy

Novant Health does not discriminate against any person on the basis of race, color, national origin, religion, disability, sex, veteran's status, sexual orientation, gender identity or age with regard to admission, treatment or participation in its programs, services and activities, or in employment. Free foreign language interpreters are available for individuals who are limited English proficient. Free sign language and oral interpreters, TTY's and other services are available to deaf and hard-of-hearing persons. For further information about this policy, contact: Novant Health director of internal audit & compliance, 1-704-384-7638 or TDD 1-800-735-8262.