



New York Lactation Consultant Association

President: Leigh Anne O'Connor, BA, IBCLC
Vice President: Susan E. Burger, MHS, PhD, IBCLC
Treasurer: Kate Sharp, BA, IBCLC
Secretary: Tamara Hawkins, RN, IBCLC
Membership Secretary: Gretchen Farrell, RN, IBCLC
Education Director: Barbara Holmes, BS, RD, IBCLC
Executive at Large: Catherine Watson Genna, BS, IBCLC

Co-Chairs of the Ethics Committee: *Freda Rosenfeld, IBCLC* and *Susan E. Burger, MHS, PhD, IBCLC*

NYLCA Bill of Rights for Clients Seeking a Lactation Consultation

The client seeking a lactation consultation has the following rights:

1. Verification that the consultant is currently an International Board Certified Lactation Consultant (IBCLC). Board certification is renewed every five years.
2. **Prior** to the consultation, to receive information about the:
 - a. hourly or per-consultation rate for services, and an explanation that the need and rates for supplies and equipment can only be determined during the consultation,
 - b. acceptable form(s) of payment (cash, check, credit card, and/or other),
 - c. customary assessments and techniques that may occur during the consultation and its estimated duration.
3. **For each** consultation, to receive:
 - a. a written or verbal action plan developed with you,
 - b. a receipt for your payment,
 - c. a signed form with diagnostic codes to submit to your insurance company*.
4. Full compliance by your IBCLC with guidelines concerning your privacy, as required by the International Board of Lactation Consultant Examiners Code of Ethics and the Health Insurance Portability and Accountability Act.
5. Request that your IBCLC provide:
 - a. information to other health care practitioners involved in your and your baby's care,
 - b. additional copies of action plans, receipts, diagnostic codes, and other forms.
6. Discuss the consultation with other health care practitioners.
7. Receive lactation services, even if you are asked and decline to:
 - a. be examined by students,
 - b. be photographed or videotaped,
 - c. participate in group demonstrations or research.
8. Ask for a referral to:
 - a. another IBCLC for any reason whatsoever, including the need to schedule an initial or follow-up consultation sooner than the referring consultant is able,
 - b. other health care practitioners for conditions outside the IBCLC scope of practice.
9. Refuse any or all specific techniques, actions, supplies, or equipment suggested by the IBCLC.
10. Prompt and courteous services and follow-up communications.

* Insurance coverage is dependent upon your policy agreement and not the responsibility of the IBCLC.



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NYLCA Bill of Rights for International Board Certified Lactation Consultants

The International Board Certified Lactation Consultant (IBCLC), an allied health care practitioner, has the following rights:

1. Payment for services rendered at the time of the consultation. Fees are for the time spent with the professional, certified in lactation consultation. A consultation is not a guarantee of a specific outcome.
2. Payment if a client cancels an appointment without adequate notice (as explained *prior to* the appointment).
3. Provide the client with published evidence, even if it differs from the opinions of others.
4. Suggest supplies and equipment that will facilitate resolution of any breastfeeding problems, and charge a reasonable fee should the client decide to purchase or rent the suggested items.
5. Charge a reasonable fee to cover the expenses incurred for providing additional copies of action plans, receipts, and forms beyond the original copy provided at the consultation.
6. Refer a client to other health care practitioners for evaluations outside the IBCLC scope of practice.
7. Not be held accountable for negative consequences should a client decide not to follow the agreed-upon action plan.
8. Not be held accountable for medical diagnoses and treatments provided or prescribed by other health care practitioners.
9. Not be held accountable for health insurance coverage, since such insurance is a contract between the client and the insurer.
10. Courteous and respectful interaction.