

Doula Friendly FAQs for Doulas

Last updated: 11/6/2025

1. Will TriHealth cover the cost of a doula for Team Members who deliver at a TriHealth facility since we are creating this new program?
 - a. At this time, TriHealth is not covering the fees associated with doula support for team members. Team members may be eligible to use their FSA funds toward doula services with documentation from their provider.
2. What if a doula refuses to sign the agreement?
 - a. A doula who does not sign the agreement will be considered a visitor with no exceptions.
 - b. The doula would be counted as a visitor (different allowances for different departments):
 - i. Visitors allowed on L&D – 3 support people
 - ii. Visitors allowed in triage – 1 support person
 - iii. Visitors allowed in MBU – no limit
 - c. Visiting hours would apply (different hours for different departments)
 - d. Doula would be documented in Epic with note that doula declined to sign the agreement.
3. Is a doula going to take the place of nursing care?
 - a. No, doulas and nurses are partners, and the two roles provide very different support to the patient. Doulas provide emotional support and help with non-clinical comfort measures, and nurses provide the clinical care necessary for a healthy, safe delivery.
4. Are the doula guidelines a legal document?
 - a. No, the document is an agreement between the doula and TriHealth and is not legally binding. The purpose of the agreement is to outline operating procedures and define expectations for how doulas and TriHealth staff will work together.
5. What is the outpatient workflow to provide documentation to the patient to confirm they are working with a doula?
 - a. The outpatient office will provide a letter confirming the patient is working with a doula, at the patient's request. The letter template can be downloaded from [TriHealth.com/doula](https://www.trihealth.com/doula).
6. Does the doula need to provide proof of certification?
 - a. No, proof of certification is not required.



7. Does TriHealth ever plan to have on-staff doulas?
 - a. While we do not have immediate plans to employ doulas, we remain open to the possibility in the future and welcome discussions with doulas, staff, providers, and patients.
8. Will Doulas know about these changes?
 - a. We will do our best to cascade this message to all community doulas, but we might not reach everyone by the time the guidelines go live on December 15, 2025. If a doula comes in unaware of the guidelines, their lack of knowledge should not be perceived as resistance. Simply provide education about the new guidelines and direct the doula to TriHealth.com/doula for more details and to review the FAQs.
9. Can Doulas stop by the practices or the unit informally to leave their information or meet the team?
 - a. No, Doulas should not visit a TriHealth facility without their client present and they should not stop by offices or the hospital to leave their information to pass along to patients. Doulas who wish to contact TriHealth outside of their existing client relationships should email doula@trihealth.com with their request. Doulas are not permitted to solicit patients while at TriHealth, and TriHealth cannot make referrals to doulas.
10. Can Doulas accompany their client to the operating room?
 - a. After a thorough discussion about the risks and benefits, TriHealth has determined that only one support person is allowed to accompany the patient to the OR for a C-section due to infection prevention and safety concerns.

