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THE REGULATOR

HEALTH REGULATION AUTHORITY NEWSLETTER



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BEHIND THE INSPECTION: NEW TOOLS, MORE OBJECTIVE RESULTS

Healthcare inspections are becoming more precise. The HRA has invested in specialized equipment to strengthen the objectivity of its facility assessments, including indoor air quality meters (testing carbon dioxide, humidity, and airborne particulates), volatile organic compound and formaldehyde detectors, and refrigerator thermometers to verify that medications are stored at safe temperatures.

"These tools let us move beyond a visual walkthrough," said CEO Missick-Smith. "We can now measure conditions in a facility with real data — which is better for patients, and fairer for facility operators too."

The Authority also plans to procure radiation level detectors for facilities using X-ray or other radiation-emitting diagnostic equipment, and water quality detectors.

Visit our website: **www.hra.tc**

Call us: **1(649) 338-4921**

Email us: **info@hra.gov.tc**

CEO's Forward



Mrs. Romaine Missick-Smith
Chief Executive Officer

It is with great pleasure that I present the second edition of The Regulator.

Since our inaugural issue in March, the Health Regulation Authority has continued to grow into its mandate. We are licensing more facilities, strengthening how we inspect and support the healthcare sector, and deepening our engagement with the public we serve.

In September 2026, we concluded our second Professional Development Workshop Series. It brought together medical practitioners, nurses, pharmacists, dentists and facility administrators for two days of practical, inspection-informed training. The response was overwhelming, and it confirmed what we have long believed: regulation is most effective when it works in partnership with the healthcare community, not merely as its enforcer.

Building on that momentum, we have continued to expand our reach. Our register of licensed facilities has grown. Our team has invested in better tools to make inspections more objective and evidence-based. We have also taken decisive steps to modernise how facilities and the public interact with our office. These include a forthcoming digital licensing portal and our continued public education on the risks of unregulated services such as IV therapy.

Much work remains, and we embrace it with purpose. Every inspection completed, every facility licensed and every question answered brings us closer to our mission: safe, trusted, high-quality healthcare for everyone in the Turks and Caicos Islands. I thank our dedicated team, our partners across the health sector and the public for their continued support. I look forward to all that we will achieve together in the months ahead.

Yours in Service,

Romaine Missick-Smith

Chief Executive Officer, Health Regulation Authority

LICENSED FACILITIES UPDATE

The Health Regulation Authority has issued licenses to a total of 49 healthcare facilities across the Turks and Caicos Islands as of October 31, 2026, continued growth from the 43 facilities reported in our March edition. The breakdown by facility type is as follows:

49 Total Licensed Facilities	**2** Hospitals	**20** Primary Care/Outpatient
11 Dental Clinics	**6** Pharmacies	**10** Specialty Clinics

Newly Licensed: Thirteen (13) new facilities join our growing register of licensed providers, inclusive of one (1) Medical Spa, and two (2) Aged Care facilities, three (3) Dental clinics, one (1) National Blood Bank, one (1) Public Health Lab, one (1) Emergency Medical Service, and four (4) Clinics

The Authority continues to update the HRA website and social media platforms to reflect the current register of licensed facilities, so the public can readily verify a provider's licensing status before seeking care.

Scan here to view the full list of licensed health care facilities in the Turks and Caicos Islands.

STAFF SPOTLIGHT

CELEBRATING EXCELLENCE WITHIN THE HRA - TEAM EARN INTERNATIONAL CREDENTIALS



Dr. Anil Dubey
Inspector



Mr. Jevon Johnson
Inspector



Mrs. Garde Jones
Operations Manager

HRA CELEBRATES STAFF PROFESSIONAL ACHIEVEMENTS

The HRA remains committed to investing in the professional development of its staff. This ensures the Authority continues to deliver regulation that is credible, current and aligned with international best practice.

The Health Regulation Authority (HRA) is proud to congratulate three members of its team on significant professional accomplishments that further strengthen the Authority's capacity to protect patients and uphold standards across the Turks and Caicos Islands' healthcare sector.

Dr. Anil Dubey, Inspector, has been awarded Fellowship with the International Society for Quality in Health Care (ISQua). Dr. Dubey also completed ISQua courses in Artificial Intelligence & Machine Learning in Healthcare and in Quality Improvement. This expertise will help the HRA as it adapts its regulatory approach to emerging technologies in healthcare.

Mr. Jevon Johnson, Inspector, has completed all requirements to hold the designation Certified in Healthcare Compliance (CHC), set by the Compliance Certification Board (CCB). The CHC is an internationally recognised credential. It reflects a high level of knowledge in healthcare regulation, compliance and ethics.

Mrs. Garde Alleyne-Jones, Operations Manager, has completed the SHRM Essentials of Human Resources program. This strengthens the Authority's internal people management and organisational development.

In recognising these achievements, HRA Chief Executive Officer Mrs. Romaine Missick-Smith said: "I am immensely proud of Dr. Dubey, Mr. Johnson and Mrs. Alleyne-Jones. Their commitment to learning reflects the standard we hold ourselves as regulators". A strong regulatory system is built on capable, credentialed people, and these achievements place international expertise right here in the Turks and Caicos Islands, to the benefit of every patient we serve."

HRA WELCOMES APPRENTICE

BUILDING TOMORROW'S REGULATORS: HRA WELCOMES APPRENTICE TAI JOHNSON

The Health Regulation Authority (HRA) is pleased to welcome Ms. Tai Johnson, who joined the Authority on Monday, November 2, 2026 as an apprentice under the National Internship and Apprenticeship Programme (NIAP). Ms. Johnson holds an Upper Second-Class Bachelor of Laws (LLB) and a Master's in Health Law, with a focus on human rights, capacity and consent, and medical negligence. Over the course of her apprenticeship, she will gain practical experience in healthcare regulation, policy development, licensing and governance.



Tai Johnson

The apprenticeship is designed to benefit both Ms. Johnson and the Authority. For Ms. Johnson, it is an opportunity to apply her legal training in a real regulatory setting, build professional networks and develop skills that will support a career in health law and public service. For the HRA, her background in health law brings fresh perspective and valuable support to the Authority's legislative, policy and compliance work. It also reflects the HRA's commitment to developing the next generation of Turks and Caicos Islanders in the healthcare regulatory field.

Ms. Johnson states, "I am thrilled for the opportunity to work with the Health Regulation Authority and look forward to learning much about the industry whilst furthering developing my professional skills in the various areas with the organisation."

Please join us in welcoming Ms. Johnson to the HRA family!

ASK THE INSPECTOR

Q: How can a member of the public check whether a facility is licensed?

A: Every licensed healthcare facility in the Turks and Caicos Islands is required to display its HRA licence, along with its approved Scope of Services, in a prominent place where patients and visitors can easily see it.

You can also confirm a facility's licence status by:

- Visiting the HRA website at www.hra.tc
- Checking the HRA's official social media pages
- Calling our office at 1-649-338-4921
- Emailing info@hra.gov.tc

CONTINUING EDUCATION

CONTINUING EDUCATION IS ESSENTIAL TO QUALITY CARE



October 6 - 7, 2026, the Health Regulation Authority (HRA) hosted its second round of Continuing Medical Education (CME) sessions for healthcare professionals across the Turks and Caicos Islands. Unlike generic training, these sessions were designed directly from what HRA inspectors observe in the field, ensuring that every topic addressed a real and recurring gap in practice.

Healthcare professionals who completed the sessions are able to apply the credits earned toward their Health Professional Authority (HPA) licence renewal, making the programme both practically relevant and professionally rewarding.

CLINICAL NEGLIGENCE: UNDERSTANDING THE DUTY OF CARE

This session examined the professional and legal responsibilities of providing care, including the duty owed to every patient, what constitutes a breach, and how harm is established. Participants also explored informed consent, practising within scope, and timely referral. The focus throughout was on prevention: recognising risk early and building safer habits into everyday practice.

DOCUMENTATION AND RECORD KEEPING: IF IT ISN'T WRITTEN, IT WASN'T DONE

Addressing one of the most common inspection findings, this session set out the standards for accurate, legible, timely, and complete clinical records. Participants covered correcting entries, documenting consent, and the secure storage and confidentiality of patient information. The key message: good documentation is not an administrative burden but a cornerstone of safe, accountable care.

"We don't want to just point out what's wrong — we want to help fix it," said CEO Missick-Smith. "Pairing inspection findings with practical training turns regulation into a genuine partnership with the people delivering care."

ASK THE INSPECTOR

Q: Why do HRA inspectors sometimes show up unannounced?

A: Most of our inspections are scheduled in advance, but when we're responding to a complaint or investigating a potential violation, we may conduct an unannounced visit. This ensures we see a facility's true, everyday conditions, not just how it looks when a visit is expected. Our inspectors will always identify themselves and explain the purpose of the visit. These powers are granted under Part VII - Enforcement, Section 40 and 41 within the Health Regulation Ordinance.

KNOW YOU RIGHTS

WHAT AM I ENTITLED TO AS A PATIENT?

Every patient receiving care at a licensed healthcare facility in the Turks and Caicos Islands has certain basic rights, including:

- **The right to informed consent for treatment** — a clear explanation of any procedure, its risks, and alternatives, before you agree to it.
- **The right to verify credentials** — you may ask any provider to show proof of licensing, and any facility to show its HRA Certificate to Operate.
- **The right to safe, sanitary care** — facilities are required to meet infection prevention and control standards.
- **The right to file a complaint** — if you have concerns about the care you received, you can bring them directly to the HRA.

If something doesn't feel right — whether it's a missing license, an unclear explanation, or a service that seems unsafe — you have the right to ask questions, and the right to report it.

TO FILE A COMPLAINT OR VERIFY A FACILITY'S LICENSE, CONTACT THE HRA AT (649) 338-4921 OR COMPLAINTS@HRA.GOV.TC, INFO@HRA.GOV.TC



IV THERAPY PUBLIC AWARENESS CAMPAIGN CONTINUES

HEALTH REGULATION AUTHORITY URGES RESIDENTS AND VISITORS TO VERIFY LICENSING BEFORE RECEIVING IV TREATMENTS

Since our last update, the HRA has distributed IV therapy risk-awareness pamphlets to eight hotels across the islands, helping inform both residents and visitors before they consider a "wellness" IV drip. Distribution will continue in the coming months, alongside ongoing outreach to Experience TCI and the Turks and Caicos Hotel and Tourism Association.

The Authority reminds the public: IV therapy is a medical procedure, not a spa treatment. Always verify that a provider holds a valid HRA facility license before receive treatment, and report any provider who cannot produce one.





Follow us on Instagram and Facebook to keep up to date with our campaign **@tcihealthregulationauthority**

HOW TO APPLY?

HEALTH REGULATION AUTHORITY LICENSE

COMMITTED TO EXCELLENCE, QUALITY & SAFETY

HRA

APPLY ONLINE

Submit your application via the Health Regulation Authority website: www.hra.tc.

REQUIRED DOCUMENTS

- Legal & Insurance: Valid Business License, Medical Malpractice Insurance (all staff), and Facility Liability Insurance.
- Staff & Equipment: List of equipment, staff list, and valid HPA Annual Practice Licenses.
- Operations: Defined scope of services.
- Financials: Certified statements (last 2 years), FSC certificate, or equivalent.
- Proof of Payment: Application fee receipt & submission acknowledgment.

THE PROCESS

- Inspection: Once the fee and application are received, an HRA Inspector will contact you to schedule a site visit.
- Review: After the inspection, you will receive a report. Any deficiencies must be resolved within agreed timelines.
- Approval: Cleared reports are reviewed by the HRA Board for final approval.
- Issuance: Upon approval, your Certificate to Operate will be issued.

NOTE: LICENSES ARE VALID FOR ONE YEAR. SUBMIT RENEWAL APPLICATIONS AT LEAST 3 MONTHS BEFORE EXPIRY.

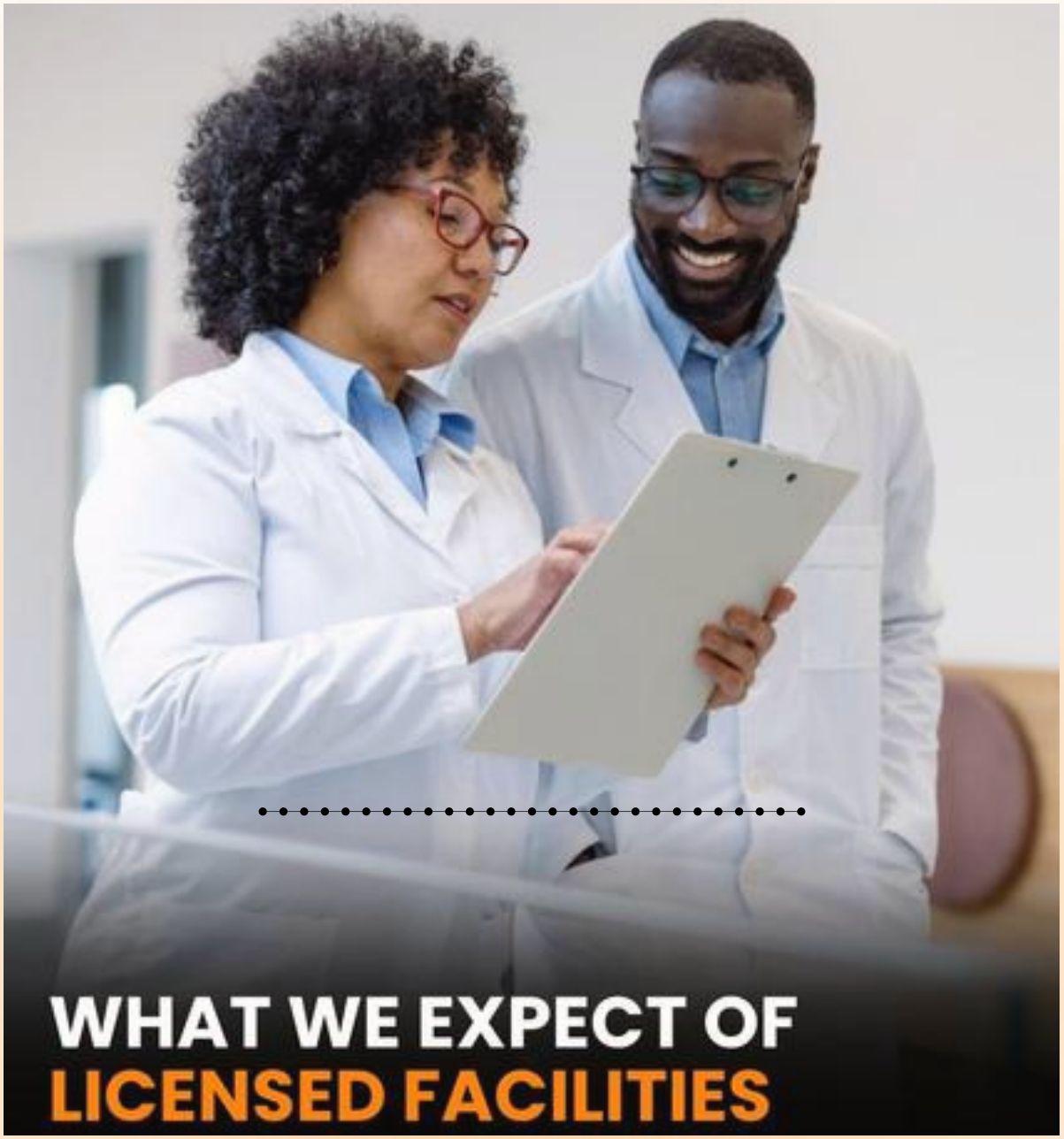


SCAN THE QR CODE

Visit our website: **www.hra.tc**

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Holding an HRA licence is not a one-time achievement but an ongoing commitment to safe, quality care. Licensed facilities are expected to display their licence and approved Scope of Services where the public can see them, and to provide only the services they are licensed for.

Staff must hold valid professional licences, patient records must be accurate, complete, and kept secure, and infection prevention, medication management, and equipment safety practices must meet HRA standards at all times. Facilities should also cooperate fully with inspections, respond promptly to any findings, and notify the HRA of significant changes such as new services, relocation, or a change in ownership.

Above all, we expect every facility to put patient safety first, and the HRA is always available to guide providers in meeting these standards

HEALTH REGULATION AUTHORITY WORD SEARCH

Find and circle all the words related to healthcare regulation and safety. Words can be horizontal, vertical, diagonal, forwards, or backwards.

L R E G U L A T I O N S S A F E T Y
I N S P E C T I O N B H E A L T H C
C Q U A L I T Y C C R E D E N T I A
E P H A R M A C I S T S P A T I E N
N N U R S E H R A C S T A N D A R D
S C E R T I F I C A T I O N Y T W S
E P R O F E S S I O N A L H L M A H
D E N T I S T C L I N I C Z A E R O
T H E R A P I S T V E R I F Y N D S
P U B L I C D O C T O R S H R E R P
C A R E M E D I C A L L A W S T O I
O P H Y S I C I A N L A B O R A T T
M E D I C A T I O N S P R A C T I A
P E Q U I P M E N T S U R G E O N L
L I C E N S E D P R A C T I T I O N
I N F E C T I O N C O N T R O L E R
A C C R E D I T A T I O N S P A E Y
N P U B L I C P R O T E C T I O N O

REGULATION
SAFETY
STANDARDS
SURGEON
THERAPIST
VERIFICATION
WARD

PHARMACIST
PHYSICIAN
PRACTITIONER
PROFESSIONAL
PROTECTION
PUBLIC
QUALITY

IV
LABORATORY
LAW
LICENSE
MEDICATIONS
NURSE
PATIENT

DOCTORS
EQUIPMENT
HEALTH
HOSPITAL
HRA
INFECTION
INSPECTION

ACCREDITATION
CERTIFICATION
CLINIC
CREDENTIALS
CRYOTHERAPY
DENTIST

COMMITTED TO EXCELLENCE , QUALITY & SAFETY

HRA

HEALTH REGULATION AUTHORITY

2nd Floor, Town Centre Hall, Downtown,
Providenciales, Turks and Caicos Islands

For more information:
Call: (649) 338 4921
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Website: www.hra.tc



'Safe, trusted, high-quality and affective healthcare'