

TITLE: Patient Termination Policy

Policy Owner: SHaW Integrated Care Team

Applies to: All Clinical Staff

PURPOSE: to outline the circumstances under which termination of a relationship with a student would be appropriate and to ensure that such terminations are carried out in a manner that is planned, systematic, and provides opportunities for alternative care.

POLICY:

Criteria for termination must be deemed appropriate and can include, but is not limited to:

- 1) Major irreconcilable differences in treatment/care philosophy between the Health Practitioner and the patient
- 2) Non-compliance with medical and/or mental health treatment plans
- 3) Disruptive, belligerent, or threatening behavior on the part of the patient towards practitioners and/or staff
- 4) Obtaining, attempting to obtain or the use of medications or services in a fraudulent manner
- 5) Excessive cancelations or no-shows for scheduled appointments

The professional relationship must not be terminated when the patient is in a situation of physical or emotional crisis. Should a termination occur, it shall include concurrent planning of treatment alternatives to best fit the needs of the student.

Termination Evaluation

- a. The Health Practitioner will coordinate with their supervisor and, if appropriate, additional SHaW professionals to review the health record for documentation to assess their decision to terminate care.
- b. The Health Practitioner and their Supervisor will communicate with the applicable clinical director to:
 - a. Discuss their reasoning to terminate care
 - b. Review documentation concerning termination

- c. Determine if termination is appropriate

Health or Safety Emergency

If at any time SHaW reasonably believes that the patient may pose a threat to self or others, it may contact appropriate emergency services; appropriate University personnel; and any emergency contacts as identified and/or any other entities as regulated by Connecticut State privacy laws.

In the event of imminent risk of harm to self or others or should the patient be determined to be gravely disabled; practitioners may initiate an Emergency Examination Request; mandating the student be evaluated at a local emergency room.

In the event of an emergency transport, the practitioner will immediately notify their chain of command and complete an incident report within the same calendar day of the event.

The practitioner will collaborate with the health care facility and the student and/or the student's legal guardian to establish clinically appropriate plan to enable transition back to campus resources and/or community providers.

Compliance

The Executive Director of SHaW and/or their designee shall review this policy at least every three years.

PROCEDURE:

The termination process shall begin with a conversation between the Practitioner and the patient. The communication may be face-to-face or by telephone. The Practitioner may request that other staff and/or first responders be present during this conversation.

The conversation shall include the following and shall be documented to reflect as such:

- a. Reasons for terminating the professional relationship

- b. Period of time that the Practitioner will provide transitional care for issues related to termination

If the decision is reached to proceed with termination, the following shall occur:

- c. The Practitioner shall create a letter on SHaW letterhead and forward to supervisor for approval. The letter shall address/specify the following:
 - a. Scope of services which shall no longer be provided
 - b. Which Practitioners are involved (Note this may include any and all Practitioners at SHaW)
 - c. Referral information to alternate service providers
 - d. Information regarding the release of medical information
- d. Once approved by the Service Line Direct and the Executive Director of SHaW, the Practitioner will send the letter via certified mail to the patient.
- e. Scan a copy of the letter and delivery receipts into the patient's EHR.
- f. If the patient is unable to be reached by mail, the Practitioner shall scan the original letter into the patient's EHR and document as undeliverable.
- g. Notify the other Practitioners within SHaW of the patient's termination.

If the student is receiving medication management at time of termination, the prescriber shall determine a medically appropriate plan to transition to the patient's next provider.