

**Policy on Patient Termination
All Programs**

Policy and Procedure

Subject	Number	Date Issued	Date Revised	Date Effective
Policy on Patient Termination from Program	P003_ALL	8-10-2015		8-15-2016
Originated By:		Approved By:		
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Purpose: The Policy on Patient Termination from Program sets forth the process and communication for terminating services with a patient.

Policy: Bright Heart Health has the right to terminate relationships with patients for a variety of reasons, such as:

- Numerous attempts at communication have proven unsuccessful.
- The patient has repeatedly refused to obtain needed screening or treatment.
- The patient is persistently rude or belligerent to providers and/or staff.
- The patient has outstanding fees or is non-compliant with program rules and policies.
- The patient and the provider are simply too different, in any multitude of ways, to be able to work as a team.

When terminating a patient relationship, the Medical Director or Clinical Director will review the patient’s health record to ensure objective and factual documentation that supports the decision. Supporting information should meet one or more of the following:

- Have patient instructions and education to the issues been documented in the patient’s record?
- Have patient complaints or accusations against the program, or inappropriate remarks to providers or staff, been documented? These issues should be objectively noted in the record; use quotation marks where relevant to preserve the patient's actual statements.
- Does documentation objectively note that the providers and staff have attempted to resolve the problems or address the issues?
- Have providers and staff consistently documented treatment recommendations or program policies including warnings to the patient about possible negative effects of noncompliance? (Note: Noncompliance should be documented at the time it occurs, not when the patient is terminated.)

Bright Heart Health will provide patients 30 days notification of termination.

If termination is due to behavioral issues, such as not following treatment recommendations or inappropriate behavior, then a behavior contract should be created and reviewed with the client. If the behavioral issues continue, then termination may be appropriate.

Bright Heart Health will send termination letters by certified mail and a copy sent in secure email. A record of the termination letter and communication will be added to the patient's health record, including the date the communication of termination occurred, termination of service date, and reasons for termination.

Bright Heart Health is under no obligation to provide the patient a reason for termination.

Staff should use the termination letters stored on Google Drive when drafting a termination letter.