Patient Non-Compliance
Eating Disorder Program
Policy and Procedure

<table>
<thead>
<tr>
<th>Subject</th>
<th>Number</th>
<th>Date Issued</th>
<th>Date Revised</th>
<th>Date Effective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Non-Compliance</td>
<td>T0016_ED</td>
<td>8-20-2016</td>
<td></td>
<td>8-20-2016</td>
</tr>
</tbody>
</table>

**Originated By:** Jonathan Ciampi

**Approved By:** Lois Zsarnay

**Purpose:** The Patient Non-Compliance outlines the guidelines and actions to take when a patient is non-compliant.

**Policy:** For patients who are non-compliant, steps should be taken to educate and correct the client regarding the non-compliance. If clients fail repeatedly to be compliant with the program medical and clinical staff should review the issue and determine the best course of action to correct the behavior, such as team meeting with the patient, increased therapy, weekend support groups, or discharge the client to a higher-level of care. The treatment team will base decisions on clinical judgment.

**Procedures:**

*All procedures are recommendations and alternative actions may be appropriate based on clinical judgment.*

**Missed Appointments or Therapy Sessions**

- Late for Appointments:
  - Patients who are later than 15 minutes for appointments or therapy will be considered a missed appointment.
- Missed Appointments:
  - 24 hour notice is required for cancellations. Less than 24 hour notice is considered a missed appointment.
  - As noted above, clients more than 15 minutes late are considered as missed appointment.
  - Patients will be obligated to pay the associated fees for any missed appointment.
- Strategies for non-compliance
  - Primary Therapist will discuss the issue during a session.
  - Clinical Director will discuss the issue with the patient.
  - Treatment team will determine if family member can assist in addressing the issue.
  - Treatment team will meet with the patient to discuss the issue.
Discharge to a high-level-of-care.

**Missing Lab Results**
- Strategies for non-compliance
  - Primary Therapist will discuss the issue during a session.
  - Clinical Director will discuss the issue with the patient.
  - Treatment team will determine if family member can assist in addressing the issue.
  - Treatment team will meet with the patient to discuss the issue.
  - Discharge to a high-level-of-care.

**Missing Weights**
- Strategies for non-compliance
  - Primary Therapist will discuss the issue during a session.
  - Clinical Director will discuss the issue with the patient.
  - Treatment team will determine if family member can assist in addressing the issue.
  - Treatment team will meet with the patient to discuss the issue.
  - Discharge to a high-level-of-care.

**Payment of Fees**
- Payment is accepted in the form of insurance or credit cards only.
- Payment is expected on the day of treatment or before for credit cards, or otherwise specified in the patient’s financial agreement.
- Strategies for non-compliance
  - Primary Therapist will discuss the issue during a session.
  - Clinical Director will discuss the issue with the patient.
  - Treatment team will determine if family member can assist in addressing the issue.
  - Treatment team will meet with the patient to discuss the issue.
  - Discharge to a high-level-of-care or less expensive program as appropriate.

**Weekly Survey**
- Clients will be asked to complete a weekly survey to assist in treatment planning, symptomatology tracking and care management. Clients must complete the survey or services will be withheld until completion. Failure to complete the survey may indicate the need for a higher-level of care. Repeated issues will require patients to attend more therapy sessions and weekend support groups. The treatment team may discharge the client and discontinue treatment for non-compliance.

**Patient Conduct**
Behaviors that will result in permanent dismissal from treatment include abuse or threatening staff or other clients, arriving intoxicated for appointments or therapy, disruptive behavior, unexcused absences or missing appointments, sustained payment problems. Consequences for these behaviors will result in discontinued treatment.