
SUBJECT/TITLE:	Patient Communication Regarding Noncompliance and Termination
APPLICABILITY:	All HealthPOINT clinics
PURPOSE:	To ensure proper warning and termination procedures related to abusive and/or noncompliant patients.

DEFINITIONS:

Noncompliance: Failure or refusal to conform to or follow rules, regulations, or the advice of another. A patient may be considered noncompliant, for example, if he/she does not adhere to the Patient and Center Rights and Responsibilities (Center's Rules) or does not follow his/her prescribed plan of care.

Abusive behavior: Any physical or verbal action that intentionally harms or injures another person; or any physical or verbal action with the intent to do such harm. This also includes harassment, manipulative behavior, and other behaviors that can be construed as abusive.

POLICY:

Should a patient be considered noncompliant, the staff and/or provider will follow the approved procedures for issuing letters of warning and termination.

Should a patient engage in behavior that is considered to be abusive in nature (verbal or physical), the staff and/or provider may institute approved procedures for immediate termination or defer to approved procedures for issuing letters of warning and termination. BVCAA has a zero-tolerance policy toward a client's abusive behavior toward others, including staff or other clients, or the Center facilities that interferes with the Center's ability to deliver services reasonably to clients.

Reasons for which the Center may initiate termination:

- A patient's repeated failure to comply with the Center's Rules including personal conduct, use of the property, and supervision of children or other persons brought to the Center
- A patient's repeated failure to make or keep scheduled appointments

- A patient's failure to provide accurate, complete, and current information on health status to the physician or Center staff
- A patient's repeated failure to comply with their plan of care. Violations may include failure to take medications prescribed, prescription drug abuse, failure to follow personal health practices (such as diet), and other aspects of the treatment which have been explained to the patient and which are reasonable within the patient's ability to comply
- A patient's failure to provide accurate information about his or her financial status or change in financial status

The steps of the associated procedure are dictated specifically and precisely by Federal Tort Claims Act (FTCA) and if not followed, the provider and Center will *not* be covered for any liabilities, per the laws which govern FTCA. Compliance is mandatory and no patient can or will be dismissed until the procedure has been satisfied.

RELATED PROCEDURES:

Patient Communication Regarding Noncompliance and Termination

REFERENCES:

See also

REQUIRED BY:

Federal Tort Claims Act (FTCA)

ATTACHMENTS/ENCLOSURES: