PURPOSE

The purpose of this policy is to establish guidelines for terminating relationships between the company and/or staff and specified patients for the purpose of risk management and in the best interest of all parties directly or indirectly involved and to ensure that the most current information is available to all staff members/facilities.

POLICY

The company is committed to maintaining a trusting company-patient relationship. However, there may be times when such a relationship is no longer a trusting or effective and it is the policy of this company to terminate those relationships in a way that adheres to the bounds of applicable state and federal laws, rules, and regulations, as well as the American Medical Association guidelines.

When the relationship warrants termination, the company will notify the patient in writing explaining that the relationship is no longer trusting or effective to the parties involved.

Acceptable reasons for termination of the relationship may include, but are not limited to:

1. Patients requesting treatment options outside the physician’s scope of practice or personal ethics.
2. Re-occurring controlled substance seekers
3. Active law suit or PCF Complaint against the company or clinical staff by the specified patient, their immediate relatives, or responsible friends.
4. Dangerous, threatening, or abusive actions directed at employees or other patients by the patient to anyone accompanying them to the facility.
5. Non-compliance with treatment or follow-up recommendations
6. Pending complaint resolution
7. Other conflicts of interest for involved parties

At no time, will a patient be terminated based on a disability or based on race, color, religion, or national origin.

Per the company policy for Presentation of Serious Injury or Illness, terminated patients presenting in distress will be stabilized and transferred to nearest emergency room.

The company will follow the procedure set forth below.
SAMPLE POLICY: CENTER OPTION #2

PROCEDURE

1. Improper termination of the relationship can have legal implications, therefore, in all instances the company will notify the terminated parties in writing specifying an effective date of termination that is within the reasonable time frame of 30 days from the date of the notice.

2. Information on utilizing alternative health services within the community will be included in the written notice.

3. The Notice of Relationship Termination will be generated by the administration’s corporate office and will be reviewed by the Chief Operating Officer. Once approved, the notice will be sent to the patient by mail.

4. The medical record will be flagged with a pop-up notice indicating the terminated status with the effective date.

5. A copy of the Notice of Relationship Termination will be scanned into the medical record and kept on file in administration indefinitely.

References
American Medical Association

Attachment
Notice of Relationship Termination