I. Policy

The provision of safe, effective health care is based on a relationship of mutual trust and respect between the healthcare provider and the patient. In addition, to maintain a sound therapeutic environment, good order and civil interaction should be maintained at all times within the facility. Occasionally this collaborative relationship, and/or that healthy environment, may be seriously disrupted by acts or omissions of the patient or others that may require the dismissal of the patient from care and/or loss of his/her eligibility for care.

A. Situations which may warrant dismissal of a patient/client from care or loss of eligibility for care at Student Health Services include:

1. Persistent refusal to follow or a history of failure to comply with prescribed treatment protocols and procedures.

2. Tampering, altering, improper or illegal use of prescriptions or medications.

3. Lying, furnishing information or misrepresentation of the truth.

4. Failure to obey or comply with the Student Code of Conduct.

5. Exhibiting activity that is threatening or abusive to staff members.

6. Violent or aggressive behavior or threats directed toward staff members, patients or visitors.

7. Disruptive, persistently rude or otherwise offensive behavior toward staff members, patients, or visitors.
B. Recommendations for dismissal from care or termination of eligibility for care will be addressed, in writing, by concerned staff member(s) and forwarded to the Department Director (Counseling and Psychiatry) and/or to the Medical Director for a complete review of the patient’s history. A summary of the treatment goals/recommendations must be provided and why the individual is being considered for dismissal. If the decision is to support the recommendation of dismissal from care the Department Director/Medical Director will submit the summary and reasons for the recommended dismissal to the Executive Director.

C. If the dismissal is medical (either physical or mental), every effort must be made to ensure the patient has been given clear expectations about his/her treatment goals and requirements and why he/she is not progressing with treatment and/or non-compliant with treatment. This information should be evident in the client/patient electronic health record.

II. Procedure

A. Staff members who have concerns about a patient should discuss the matter with their department or clinic manager/supervisor to determine if the matter should be forwarded to the Department Director, Medical Director, or the Executive Director.

B. If the care and concerns reach the level at which dismissal from care is being considered, the circumstances must be submitted to the Medical Director and/or Executive Director for review. Upon approval of the intent to dismiss from care the provider will advise the patient of the intent verbally and/or in writing.

C. The patient must receive in writing the intent to dismiss from care outlining the criteria that must be met and/or time frame in which to meet the criteria (if appropriate). A copy of this letter must be approved by the Department Director, Medical Director and/or Executive Director prior to being sent to the patient.

D. If the criteria/time frame is not met and the provider intends to dismiss from care, the recommendation for dismissal from care or termination of eligibility will include a summary of circumstances and copies of any correspondence or other documentation relevant to the situation. This includes the previous letter sent to the patient outlining the intent to dismiss from care. Care will be taken to ensure that patient confidentiality is appropriately respected under HIPAA and/or FERPA.

E. The final decision to dismiss patients/clients from care or termination of eligibility rests with the Medical Director/Executive Director after careful review and advice from the legal counsel and/or other appropriate university officials.

F. The provider of record and/or the provider dismissing the patient from care should make every effort to meet in person with the patient to explain the reasons for dismissal. The
provider will work with other staff and the patient to transition his/her care to the community.

G. The patient will receive a letter, via registered U.S. mail, stating the dismissal from care and outlining the reasons for the action. It shall include:

1. A statement of the reason for dismissal.

2. The date on which dismissal becomes effective.

3. Definition of the grace period that will be allowed for the patient to find an alternative source(s) of care with written stipulation of the circumstances and process the patient must follow if he/she wishes to be seen during that period. Staff members must ensure the patient’s health care is not in immediate danger and must assist with arranging outside medical (mental) care as appropriate.

4. A statement, and with the patient’s written authorization, a copy of his/her medical record, will be sent to the new care provider.

5. A statement of the process to follow to appeal the dismissal of care decision. This appeal must be in writing and directed to the Associate Vice President for Housing and Student Development who, after reviewing the situation, may either grant the appeal or uphold the dismissal.

6. If relevant, a statement of the duration of the dismissal and the procedure to follow to have the eligibility reinstated.

7. Cases may also be referred to the Office of Student Conduct (OSC) for review. OSC may also take necessary action as indicated by university policies and procedures.

8. If the difficulty in compliance or conduct appears rooted in emotional/psychological factors, the Executive Director of Student Health Services, at the time of the original decision, will refer the student to Counseling and Psychiatry Services for evaluation.

Illegal, disorderly, disruptive or other inappropriate, non-clinical behavioral matters will be reported immediately through normal supervisory channels. Assistance from the Campus Police, the Office of Student Conduct, Human Resources (for patients who are also employees) or other departments as necessary, will be requested as appropriate. Reports of the events will be documented on the occurrence report after the matter has been resolved and include specifics regarding the resolution.

E. A student/patient who is dismissed from care from the Health Center (medical), but who is still eligible to use Counseling and Psychiatry Services, will continue to be billed for
the Student Health Fee. A student/patient who is dismissed from care at the Counseling and Psychiatry Services, but is still eligible to use the health center, will continue to be billed for the student health fee. However, if a student/patient is dismissed from care at both the Health Center and the Counseling and Psychiatry Services, the student/patient will be charged only for the semester in which the dismissal took place (the fee will not be prorated nor refunded), but not for future semesters during which the student/patient is ineligible for service on campus but remains enrolled at the university.

III. Reason for Revision

Policy updated to follow current practice.