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 members and forwarded to the Medical Director or the Executive Director for review.

II. Procedure

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

B. 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. Care will be taken to ensure that patient confidentiality is appropriately respected under HIPAA and/or FERPA.

C. Upon review of the recommendation for dismissal or termination of eligibility and if appropriate, the Medical Director or Executive Director will send a letter to the patient/client advising them of SHS’ concerns. The final decision to dismiss patients/clients from care or termination of eligibility rests with the Executive Director of Student Health Services after careful review and advice from legal counsel and/or other appropriate University officials.

D. The student will receive a letter 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/clients health care is not in immediate danger and must assist with outside medical care as appropriate.

4. A statement that 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 for appeal of the dismissal decision. A student patient may appeal a decision to dismiss from care. 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 Judicial Affairs for review. Judicial Affairs 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 the Student Health Services, at the time of the original decision, will refer the student to the Counseling Center for evaluation.

9. 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 Judicial Affairs, 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 after the matter has been resolved.

E. A student who is dismissed from care from the Health Center, but who is still eligible to use the Counseling Center, will continue to be billed for the Student Health Fee. However, if a student is dismissed from care at both the Health Center and the Counseling Center, the student 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 in which the student is not eligible for service on campus but remains enrolled at the University. If the student once dismissed from both Health Center and the Counseling Center is reinstated for care, in one or both services, then the student health fee will be charged on a semester-by-semester basis.

III. Reason for Revision

Policy updated to follow current practice.