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PROCEDURE

DISMISSAL FROM CARE

OBJECTIVE:

To assure that the Bullhook Community Health Center, Inc. compassionately fulfills its mission of providing healthcare to all area residents, regardless of ability to pay.

PROCEDURE:

1. Provider or manager informs the Chief Executive Officer, Chief Medical Officer or Chief Dental Officer that he or she would like to dismiss a patient by submitting appropriate documentation including incident reports or other applicable evidence.
2. The Management Team decides whether to dismiss the patient immediately or create a patient-provider contract outlining the BCHC's expectations of the patient in regard to future behavior.
3. If the patient signs a patient-provider contract and does not comply with the contract, the Management Team will develop an individual plan for dismissal from care, if appropriate.
4. If the patient is to be dismissed, BCHC will send a return-receipt letter of dismissal to the patient. The letter will indicate:
 - a. The decision to dismiss the patient
 - b. For the next 30 days, the patient will be seen at BCHC location in the event of an emergency
 - c. If desired, BCHC will provide assistance with referral to another provider
5. A current list of patients dismissed from care will be maintained by the Patient Account Manager and supplied to the appointment desk and medical and dental providers. The dismissed patient's medical record will be flagged indicating "Patient Dismissed"
6. Once dismissed, a patient is not eligible for re-enrollment without the approval of the CEO. Exceptions may be made for patients who seek services for Addiction Counseling or for Mental Health Care.
7. If the patient attempts to seek service after having been dismissed, the front desk staff will refuse service and document the attempt in the patient's medical record. On the patient's third attempt to seek service, the front desk staff may notify the CEO for the purpose of securing legal assistance.