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POLICY

DISMISSAL FROM CARE

2004

This policy defines the rare instances in which a patient may be discharged from care from Bullhook Community Health Center. Areas of consideration for discharge from care include medical treatment concerns, inappropriate behavior, and/or unwillingness to pay. Any patient who is discharged from care will be sent a letter of dismissal and may be seen by Bullhook providers for the next 30 days following the letter in the event of an emergency.

1. Medical Treatment Concerns

Patients who seek care at Bullhook Community Health Center are encouraged to be full participants in determining the approach to their care. Providers are committed to informing patients of any medical problems and assisting them in exploring treatment options. In rare instances, the provider may feel it is not appropriate to deliver medical care to patients who are putting themselves in danger through their choices.

2. Inappropriate Behavior

Our policy is to treat all patients with respect, and expect the same treatment in return. At times, behavior on the part of patients may become unacceptable. Such behaviors include, but are not limited to, harassment, threats, inappropriate language, suggestive statements, and/or offensive remarks or behaviors. If these behaviors occur, an Incident Report (s) is to be made by any employee witnessing the event or events. * If the behavior is significant enough to warrant discontinuation of services, the C-Suite will make this determination.

3. Unwillingness to Pay

A patient is deemed unwilling to pay if 1. They have not paid on their account and have been turned over to the collection agency and have not made satisfactory arrangements with the collection agency to pay on their debts to the agency and they refuse to sign a payment plan or 2. If a payment plan is in place and the patient refuses or fails to make a payment as agreed in the payment plan. If a patient chooses to ignore factual information regarding ability to pay or demonstrates an unwillingness to pay for services, Bullhook Community Health Center may choose to discontinue offering care. This decision will be made by the C-Suite.

4. Provider/Patient Conflict

Providers may find it necessary to dismiss a patient from their care due to conflicts, which can be personal or professional. If a provider feels there is a conflict of interest they need to document the reasons and report it to their direct supervisor and/or C-Suite for determination.

"Partners in Healthy Living"

*Refer to Policy 3012 Incident Report – Sentinel Events.



 CHIEF EXECUTIVE OFFICER

Date: 5-23-18



 CHAIR, BOARD OF DIRECTOR

Date: 5/14/2018

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