

# UConn HEALTH

## CLINICAL POLICY

### Dismissal from Care from UConn Medical Group Providers

**A. EFFECTIVE DATE :**

January 19, 2021

**B. PURPOSE :**

To define the circumstances and process used when dismissing a patient who is receiving care from a UConn Medical Group (UMG) provider or providers.

**C. POLICY :**

1. Patients may be dismissed from care from an individual specialty for:
  - a. Consistently failing to attend scheduled appointments;
  - b. Repeatedly refusing to comply with medical advice; or
2. Patients can be dismissed from the entire UMG practice for the following reasons:
  - a. Exhibiting inappropriate or violent behavior at any of the practice locations.
  - b. Violating controlled medication agreements.
  - c. Altering or forging controlled medication prescriptions.
  - d. Having been dismissed from two (2) or more individual practices as described in C.1.
3. All dismissals of care will be approved by the Medical Director, UConn Medical Group.
4. Patients may be considered for readmission for care on an individual basis with review and approval from the Medical Director, UConn Medical Group if the patient:
  - a. Has a health condition that requires the care of a specialist not commonly found in the community, and signs a Behavioral Expectations contract.

**D. SCOPE :**

Applies to all UConn Medical Group practice locations. Does not apply to the Emergency Department, patients admitted to John Dempsey Hospital, or Urgent Care locations.

**E. DEFINITIONS :**

None

**F. MATERIAL(S) NEEDED :**

None

**G. PROCEDURE :**

1. Dismissal from individual practice locations :
  - a. The practice director (or designee) will issue a warning letter to the patient when there are frequent last minute cancellations or following multiple appointments when the patient was a “no-show” without notification. Upon continued “no-show” or repeated cancellations following the warning letters, the patient may be dismissed.
  - b. Providers will issue a warning letter to patients who continue to refuse to comply with medical advice after a verbal counseling during a face-to-face visit or telehealth visit is documented in the medical record.

- c. The practice director (or designee) will draft a dismissal letter (using one of the attached letter formats) for patients who continue the behavior about which they have been warned.
- d. The letter will be forwarded to the Director, Ambulatory Access Initiatives for review and to assure reasons for dismissal are well documented in the patient's medical record.
- e. After review of the medical record, the Director, Ambulatory Access Initiatives will forward the letter to the Executive Assistant for UConn Medical Group who prepares the letter for review and approval by the Medical Director, UConn Medical Group.
- f. Dismissal will be effective 30 days after date of letter.
- g. See G.3 for preparation and mailing procedure.

2. Dismissal from all UConn Medical Group locations:

- a. The practice manager will notify Medical Director, UConn Medical Group and administration of situations where patients exhibit hostile actions including verbal and/or physical abuse and threats, violations of controlled medication contracts or prescription alternations/forgery.
  - i. If the situation resulted in calling police to respond, a copy of the police report must be obtained for our records
- b. The practice director will initiate the dismissal request letter using one of the attached letter formats and forward to Director, Ambulatory Access Initiatives for review to assure reasons for dismissal are well documented in the patient's medical record.
- c. The Director, Ambulatory Access Initiatives will contact any other UConn Health Providers actively treating the patient, explain the situation and determine if there is any extraordinary reason that the patient should not be dismissed from a specialty.
- d. After review of the medical record, The Director, Ambulatory Access Initiatives will forward the letter to the Executive Assistant for UConn Medical Group who prepares the letter for review and approval by the Medical Director, UConn Medical Group.
- e. The Executive Assistant for UConn Medical Group will inform the Patient Relations Department.
- f. Dismissal will be effective 30 days after date of letter.
- g. See G.3 for preparation and mailing procedure.

3. Preparation, Mailing, and Documentation requirements:

- a. All dismissal letters to patients will be prepared by the Executive Assistant for University Medical Group.
- b. All dismissal letters shall include the "Authorization to Obtain and/or Disclose Health Information" form to facilitate the patient's request to have records sent to another provider.
- c. All dismissal letters shall be sent via certified mail and traditional USPS mail.
- d. An initialed copy of the dismissal letter will be sent to the HIM department for inclusion in the patient's medical record.
- e. An initialed copy of the dismissal letter will be emailed to the Director, Ambulatory Access Initiatives and to the director (or designee) who initiated the request.
- f. A flag will be placed in the patient's medical record notifying staff that this patient should not be scheduled for further services with (1) the specific UMG Practice Group from which the patient has been dismissed or (2) the entire UMG Practice with possible approved exceptions.

4. Legal counsel will be consulted as appropriate.

**H. ATTACHMENTS :**

1. Dismissal letter templates:
  - i. [Dismissal from Entire Medical Group - Abusive or Violent Behavior](#)
  - ii. [Dismissal From Entire Medical Group - Altered or Forged Prescriptions](#)
  - iii. [Dismissal From Entire Medical Group - Dismissal from all UMG practices](#)
  - iv. [Dismissal From Entire Medical Group - Violation of Medication Agreement\(s\)](#)
  - v. [Dismissal From Individual Practice - No Show for Appointments](#)
  - vi. [Dismissal From Individual Practice - Refusal to Comply with Medical Advice](#)

**I. REFERENCES :**

None

**J. SEARCH WORDS :**

Dismissal from care, discharge, termination

**K. STAKEHOLDER(S) :**

On File

**L. COMMITTEE APPROVALS :**

None

**M. Final Approvals:**

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|--|----------------------------------|
| <p>1. <u>Andrew Agwunobi, MD (Signed)</u><br/>Andrew Agwunobi, MD, MBA<br/><b>UConn Health Chief Executive Officer</b></p>             | <p><u>2/17/2021</u><br/>Date</p> |
| <p>2. <u>Anne D. Horbatuck (Signed)</u><br/>Anne D. Horbatuck, RN, BSN, MBA<br/><b>Clinical Policy Committee Co-Chair</b></p>          | <p><u>2/16/2021</u><br/>Date</p> |
| <p>3. <u>Scott Allen, MD (Signed)</u><br/>Scott Allen, MD<br/><b>Clinical Policy Committee Co-Chair</b></p>                            | <p><u>2/16/2021</u><br/>Date</p> |
| <p>4. <u>Caryl Ryan (Signed)</u><br/>Caryl Ryan, MS, BSN, RN<br/><b>VP Quality and Patient Service &amp; Chief Nursing Officer</b></p> | <p><u>2/11/2021</u><br/>Date</p> |

**N. REVISION HISTORY :**

New Policy Approved: 3/06

Revisions: 3/06, 11/06, 12/06, 9/07, 3/17, 12/19, 1/21