

**COLUMBUS COUNTY HEALTH DEPARTMENTS
PATIENT DISMISSAL
POLICY AND PROCEDURE**

Policy Title:	Patient Dismissal Policy		
Program Area:	Clinic Staff		
Policy Identifier: (optional)		Effective Date:	12/08/2015
Approval Date:		Revision Date(s):	
Approved by:	Kimberly Smith, Health Director		
Approved by:	Hilda Memory, Director of Nursing		
Purpose:			
To establish a procedure for the dismissal of patients from the Columbus County Health Department.			
Definitions:			
The Public Health Department may dismiss a patient who is a safety threat to staff, other patients, and/or themselves.			
Responsibilities:			
Clinic Staff, Director of Nursing and Health Director			
Procedures:			
<u>Guidelines</u>			
<ol style="list-style-type: none"> 1. Columbus County Health Department Management may order immediate dismissal from the Health Department because of the following: <ul style="list-style-type: none"> • Aggression or violent behavior exhibited while in the health department • Dishonesty/Stealing from the health department and or staff This behavior is so severe these patients or family members will not be allowed admittance back to the health department. 2. Also a provider may recommend a patient for dismissal from the Public Health Department for reasons due to: <ul style="list-style-type: none"> • Non-Compliance • Chronic missed appointments • Other, as deemed necessary 3. The Dismissal Policy will be provided to all patients at the initiation of services and via the website. 4. The provider must keep detailed and accurate documentation of all events leading up to the recommended dismissal. 5. WIC staff will refer to Women’s Infant and Children (WIC) Program Manual for incidents regarding Violations and Sanctions Chapter 6F, with emphasis on page 3-4. 			

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6. Providers (Family Nurse Practitioners, Nurse Midwife, and Enhanced role Registered Nurses) must discuss the situation the Director of Nursing and Health Director within the agency before dismissal can occur.
7. All concerns with noncompliance must be discussed with the patient by the Family Nurse Practitioners, Nurse Midwife, or Enhanced role Registered Nurses at the appointment and documented in the patient's medical record.
8. Once a decision to dismiss the patient has been made the Provider needs to speak directly to the patient unless the Providers safety is in question. The patient must be offered 30 days of interim care and an alternative provider list may be provided.
9. The Patient should be informed and understand that he/she can still access other services of the Health Department that are required by law or Federal Funding guidelines (e.g., Immunizations, Family Planning, if patient qualifies. Offer to transfer patient records to new provider after written permission is obtained.
10. A certified letter will be sent from the Health Department notifying the patient of dismissal from the specific service at the Health Department. The letter will state that services will be terminated after 30 days, noting the specific date. [\(See letter template attached\)](#)
11. Inform clinic staff to place note on demographic screen in the Electronic Medical Record regarding the service from which the patient is dismissed. Clinic staff will be informed on a need to know basis.

Laws and Rules:

Reference(s):