



Title: Policy and Procedure

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Section: 5 Care & Record Management

Date: June 1, 2018

Policy: HH5-6A Non- Compliant Client Discharge

Replaces: January 31, 2017

Policy:

Family and Friends may discharge an non-compliant client without notice and prior to a thirty-day agreement due to abuse and/or neglect to our employees and/or destructive manner toward themselves.

Procedure:

1. Behaviors which may indicate discharge may include, but are not limited to:
 - a. Habitual non-compliance with our guidelines and or plan of care.
 - b. Abusive, threatening, hostile or destructive behaviour in person or on the phone that may impact the delivery of care.
 - c. Documented misappropriations toward the care provider by either the client and/or family.
 - d. False accusations that has caused the mistrust of a care provider and may jeopardize their employment with our company.
 - e. Narcotics abuse, violation of narcotic contract, drug seeking behavior.
 - f. Other behaviour which has caused or creates the potential to cause a breakdown in the provider/patient relationship.
 - g. The patient moves out of the designated service area.
2. As an intermediate step prior to discharge, a compliance officer will inform the client that they may be in violation of our Client Agreement and Bill of Rights if the behaviour persists. However; this is not a required step. The case manager will also be notified of the actions.
3. The Public Affairs Department Staff will send out a letter to the Client notifying them that their services will be terminated for just cause without a thirty day (30) notice due to breaking of the Client Agreement and Bill of Rights.
4. COO and Compliance Nurse Officer will ensure that the RN submit an discharge summary in ClearCare of the reason for the discharge, the health status of the client and what measures what taken to ensure that the client is safe and receiving Health Care via another Agency, and contacted the Case Manager.

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel
Reviewed by Executive Board and approved by the Board 6/1/18
Reviewed by Compliance Officer and approved 6/1/18
All previous versions are obsolete