

Restoring Balance Counseling, LLC

Involuntary Discharge Policy

A consumer may be discharged from treatment when the safety of the clinician(s) or other consumers is at risk. A consumer shall be discharged from treatment when any of the following occur:

- The consumer physically assaults a staff member or other consumer of RBC, LLC, or is verbally threatening to staff member or other consumer of RBC, LLC.
- The consumer is chronically disruptive in sessions and/or is chronically disruptive to other tenants of the building.
- The consumer damages property of RBC, LLC, any staff member or other consumer.
- The consumer displays chronic harm or threats to harm self or others.
- The consumer is chronically non-compliant with treatment, treatment goals, and/or plan development with the clinician(s).
- A consumer may be discharge from treatment when the consumer is unable to pay for treatment, when the fee agreement has not been honored by the consumer, or when changes are made in benefits and covered services by a third party, such as an insurance policy, which results in non-payment for treatment provided.

The consumer shall be notified in writing of the reason for discharge, the effective date of discharge, and resources available to the consumer for further treatment.

Consumers shall have the right to take actions and have the discharge reviewed prior to the date of discharge by:

Behavioral Health Certification Section
Division of Quality Assurance
PO Box 2969
Madison, WI 53701-2969.

Prior to discharge, the consumer may make use of the clinic grievance procedure, and any other legal action available including a grievance or action under Ch 51.61, Stats.