

Patient Dismissal Policy

At New Horizons Psychiatry, we are committed to providing high-quality psychiatric care to all our patients. However, in certain situations, it may become necessary to dismiss a patient from our practice. Patient dismissal may occur due to disagreements in the plan of care or failure to follow practice policies. This policy outlines the criteria and procedures for patient dismissal.

Grounds for Patient Dismissal:

- **Disagreements in Plan of Care:**
 - Patients and their healthcare providers must work collaboratively to develop and implement a treatment plan. If a patient consistently disagrees with the recommended plan of care and refuses to engage in a constructive dialogue to resolve these disagreements, it may lead to dismissal.
 - Patients have the right to seek a second opinion or request modifications to their treatment plan. However, persistent resistance to following evidence-based treatment recommendations may necessitate dismissal.
- **Failure to Follow Practice Policies:**
 - Patients are expected to adhere to the practice's policies and guidelines, which include but are not limited to appointment scheduling, cancellations, payment obligations, respectful behavior, and compliance with prescribed treatments.
 - Repeated violations of practice policies, disruptive behavior, non-payment of fees, or non-compliance with prescribed treatments may lead to patient dismissal.
- **Unacceptable Behavior:**
 - **Rude or Disrespectful Conduct:** Patients are expected to treat all staff members, healthcare providers, and other patients with respect and courtesy. Rude, offensive, or derogatory comments; aggressive behavior; or any form of harassment will not be tolerated.
 - **Bullying or Threatening Behavior:** Any form of bullying, intimidation, or threatening behavior towards staff, healthcare providers, or other patients is strictly prohibited. This includes verbal threats, physical threats, or any other form of menacing behavior.
 - **Disruption:** Causing disturbances in the clinic, waiting areas, or any other part of the facility, including loud or inappropriate conversations, is considered disruptive behavior.
 - **Repeated Incidents:** While a single incident may be addressed with a warning depending on its severity, repeated incidents of unacceptable behavior will be grounds for dismissal.

Dismissing a Patient:

- **Discussion and Communication:** Before dismissing a patient, the healthcare provider will make reasonable efforts to discuss concerns, disagreements, or violations of practice

policies with the patient. The provider will attempt to resolve issues through open and respectful communication, considering the patient's perspective and concerns.

- **Written Notice:** If discussions do not lead to a resolution, and it is determined that dismissal is necessary, the patient will receive a written notice of dismissal. This notice will include:
 - The reason for dismissal.
 - The effective date of dismissal.
 - Information about the patient's right to obtain copies of their medical records.
 - Referral information for seeking care from another healthcare provider.
- **Transition of Care:**
 - The healthcare provider will ensure a smooth transition of care for the patient. This may include providing a limited supply of necessary medications (if applicable) and referral information for finding a new healthcare provider.
- **Compliance with Applicable Laws:**
 - Patient dismissal will be carried out in compliance with all applicable federal, state, and local laws, including those related to patient abandonment and recordkeeping.

Impact on Refunds:

- **Subscription Patients:** Plan cancellation is processed immediately following dismissal. The client will not be billed for future regular payments. Clients who opted for one-time payment, are eligible for a refund based on the remaining unused portion of their subscription. Refunds will be prorated as outlined in the plan policy document.
- **Self-Pay Patients:** Self-pay clients will receive a full refund for any pre-paid appointments that have not yet occurred.

Patient dismissal is a measure taken in exceptional circumstances to ensure the safety, well-being, and effective care of all patients within our practice. We strive to provide respectful and compassionate care while upholding the standards and policies of New Horizons Psychiatry.

If you have any questions or concerns about this policy, please feel free to contact our office at (502) 395-3397 or via email at help@newhorizonsky.com.

Agreement to Terms

By signing below, I acknowledge that I have read, understood, and agree to the terms and conditions of the patient dismissal policy as outlined in this document.

Client Signature: _____ **Date:** _____

Client Printed Name: _____

Thank you for entrusting us with your mental health care.

Sincerely,

The New Horizons Psychiatry Team