



**PRESIDENT'S POLICY MEMORANDUM NO. 255**

**TO: Faculty, Staff, and Students**  
**FROM: Charles W. Steger** *WWS*  
**DATE: July 31, 2009**  
**SUBJECT: Policy on Dismissal of Patient from Care at Schiffert Health Center**

**Approved by CSA: March 13, 2008**  
**Approved by University Council: May 5, 2008**  
**Approved by the President: May 5, 2008**  
**Approved by the Board of Visitors: June 20, 2008**  
**Effective Date: Upon Approval**

The Board of Visitors approved a resolution to amend the policy on the dismissal of patient from care at Schiffert Health Center.

Following is the text of that resolution.

- Whereas,** it is the responsibility of the Schiffert Health Center to continually improve its processes and procedures; and
- Whereas,** current policy already states the general conditions under which students may be dismissed from Schiffert Health Center care; and
- Whereas,** this policy has not been updated recently to provide more detailed guidelines; therefore let it be
- Resolved,** that the process for dismissal from Schiffert Health Center care will be amended as follows

**4.12. Dismissal of Patient from Care.**

4.12.1. Background. The provision of safe, effective health care is based on a relationship of mutual trust and respect between the healthcare provider and the patient. In addition, to maintain a sound therapeutic environment, good order and civil interaction should be maintained in the pertinent health facility. Occasionally this collaborative relationship, and/or that healthy environment, may be seriously disrupted by acts or omissions

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of the patient or others that may require the dismissal of the patient from care and/or loss of his/her eligibility for care.

4.12.2. Situations that may warrant dismissal from care of a patient or loss of eligibility for care at SHC include:

4.12.2.1. Refusal to follow or a history of failure to comply with prescribed treatment when non compliance is likely to put the health of the student in serious jeopardy.

4.12.2.2. Tampering with, altering, or other improper or illegal use of prescriptions, drugs, or prescription forms.

4.12.2.3. Illegal acquisition, sale, or transfer of prescription drugs or controlled substances.

4.12.2.4. Refusal to provide or misrepresentation of identity or other pertinent health information to SHC.

4.12.2.5. Violent or aggressive behavior or threats (assault and/or battery) directed toward SHC employees, patients, or visitors.

4.12.2.6. Disruptive, persistently rude, or otherwise serious offensive behavior at SHC or directed toward its employees, patients, or visitors.

4.12.2.7. Remaining at or entering SHC after being asked to leave or to stay away.

4.12.2.8. Any other acts, omissions, threats, or forms of conduct that pose a risk of harm to employees, patients, or visitors.

4.12.2.9. A pattern of failure to keep appointments without adequate cause.

4.12.3. Action. Employees who encounter situations that may warrant dismissal from care or withdrawal of eligibility for care are to refer those cases to the Director of SHC. Such referral may initially be offered verbally but needs to be followed up with a written detailed summary of the problem. Copies of any pertinent correspondence, medical records, appointment records, etc. should be attached. The director will review the complaint and consult with the patient, staff members, and/or any other individual who may have pertinent

information. The director may also consult with other administrators to include but not be limited to the Assistant Vice President for Student Affairs, the Vice President for Student Affairs, University Counsel, and the Dean of Students. The director will also meet with or attempt to meet with the patient to give the patient the opportunity to admit, deny, or explain the conduct at issue. If a decision is made that dismissal from care is warranted such dismissal may be permanent or temporary. The patient will be allowed adequate time (two weeks) of continued care in order to find alternatives. SHC will make every effort to assist the patient in finding an alternate healthcare provider. In making a decision the director will consider all pertinent information as well as the interests of the patient, the university, other patients, and SHC employees.

4.12.3.1. The patient will be provided a letter stating the dismissal from care and outlining the reasons for the action. It shall include:

4.12.3.1.1. A statement of the reason for dismissal.

4.12.3.1.2. The date on which dismissal becomes effective.

4.12.3.1.3. Definition of the grace period that will be allowed for the patient to find an alternative source(s) of care with written stipulation of the circumstances and process the patient must follow if he/she wishes to be seen during that period.

4.12.3.1.4. A statement that with the patient's written authorization a copy of his/her medical record will be sent to the new care provider.

4.12.3.1.5. A statement of the process to follow for appeal of the dismissal decision.

4.12.3.1.6 If relevant, a statement of the duration of the dismissal and the procedure to follow to have the eligibility reinstated.

4.12.4. Appeals. A student patient may appeal a decision to dismiss from care. This appeal must be in writing and directed to the Assistant Vice President for Student Affairs who after reviewing the situation may either grant the appeal or uphold the dismissal. The AVP on

appeal (or the Director on first hearing) may also allow continuation of service with corrective conditions.

4.12.5 Consultation with Psychological Services: If the difficulty in compliance or conduct appears rooted in emotional/psychological factors, the Director of the Schiffert Health Center, at the time of the original decision, and/or the AVP on appeal, will refer the student to the Cook Counseling Center.

4.12.6 Referral to judicial or legal entities: If the difficulty in compliance or conduct is related to a serious transgression of university judicial policy or law, (such as misrepresentation of identity or illegal acquisition of controlled substances) referral is made to the office of judicial affairs and/or police.

4.12.7 Personal Advisement: If problematic behavior, which does not appear to be rooted in psychological factors, and which does not constitute a serious breach of law-- such as persistently rude behavior--is the matter at hand, the student may be referred for personal advisement to the Dean of Students or other appropriate parties on campus.

The goal of appropriate psychological assistance, satisfactory resolution of conduct/legal issues, and/or good personal advisement is to help the individual student resolve issues in a timely fashion and maintain eligibility for continuation of care.

4.12.8 Fee Payment Implications: A student who is dismissed from care from the Schiffert Health Center, but who is still eligible to use the Cook Counseling Center, will continue to be billed for the Student Health Fee. This is done since this fee is a unified one which serves both facilities (and which specifies no division of charges). However, if a student is dismissed from care at both the Schiffert Health Center and the Cook Counseling Center, the student in question will be charged only for the semester in which the dismissal took place, but not for future semesters in which the student is not eligible for service on campus. If the student once dismissed from both Schiffert Health Center and the Cook Counseling Center is reinstated for care, in one or both services, then the student health fee will be reassessed on a semester-by-semester basis.

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