

Dismissal of Clients for Non-Adherence of Medical Care

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Policy

- To enhance adherence and ensure involvement of clients in their treatment plans to achieve healthier lifestyle choices, AGI will follow a policy that allows dismissal of clients who do not participate in health care for six months.
- The policy applies to all clients of AGI with the following taking priority:
 - Signs and symptoms of mental health and substance abuse issues
 - Continued use of or requests for pain and psychotropic medications
 - Clients with other uncontrolled/un-monitored chronic conditions (i.e., hypertension, diabetes, etc.
 - Clients on clinical trials

Procedure

- A. Clients who miss a maximum of three client services or referral appointments with any medical staff, client services staff, or referral provider will:
 - Be sent a certified letter from the clinic medical provider and a home visit may be made by a case manager to notify the client that the staff is concerned about their health and non-adherence within a month after non-adherence has been documented. The letter will state that dismissal from AGI services will be considered if the client does not contact the office to schedule an appointment within a week of the notice date.
 - If the client does not schedule an appointment as noted above, the client will be notified a second time that a case conference is scheduled for clinic staff, case management staff, program staff and the client. The client will be notified of this appointment and asked to attend. The case conference will afford client, any friends/family he or she invites and staff to express concerns and their perspective of client's priority needs.
 - The group will agree on the most imminent needs to address, establish goals and steps for achievement. A written contract will be developed by staff with a due date for completion of 4 months from the date of the contract. Any incident of not adhering to the contract terms could result in dismissal. The clinical staff of AGI will work with the client to ensure access to prescribed medications, if warranted. If a client is dismissed and on the State ADAP program, AGI client services staff will ensure continued medication access until the client has applied for and been approved for ADAP at another service location. There are two in the Metro Atlanta area capable of meeting medical and medication needs.

- If the client fails to attend the conference meeting, a certified letter will be sent to the client which states:

For some time, our clinic staff has been very concerned about your health. Clinic staff has made numerous attempts to work with you over the past several months. Not getting needed medical care could have serious effects on your health and well-being. You have:

- Continued to fail to keep scheduled clinic appointments with us or special healthcare appointments we have scheduled for you with other providers, and; failed to adhere to our clinic treatment plan that addresses your comprehensive healthcare and medical needs.
- This letter is to inform you that we are dismissing you from our clinic caseload. I will be available in the event of a medical emergency for thirty (30) days from the date of this letter to give you time to seek another provider for your medical care. We will be happy to send all your clinic medical records to that provider when we receive your written authorization to release your health information and know who that provider is. If you receive ADAP medications at this location, you may do so for another month but you will be responsible to initiate a new application at a new medical service site. If you require assistance in locating a new medical provider please contact case management staff at 678-990-6411. You may appeal this decision to the Board of Directors of AIDGwinnett through its grievance policy and procedure. You may obtain this by contacting case management staff.

If you have questions, please contact our clinic staff at 678-990-6420.
Thank you for your attention concerning this matter.

Signed by Medical Director

- B. Should a client be dismissed from AGI for reasons concerning non-adherence to medical care and/or threatening or abusive behavior, the dismissal will be for a period of twelve months and/or until the client provides documentation and verification that he/she has taken action to improve the circumstance which led to dismissal. This documentation would also indicate that the client has been seen by a medical provider.
- C. The Board of Directors of AIDGwinnett has the right to change this policy and procedure without notice.