

Kitchener Downtown Community Health Centre

Type of Policy:

- | | |
|---|--|
| <input type="checkbox"/> Administration (A) | <input type="checkbox"/> Client Services General (CG) |
| <input type="checkbox"/> Board of Directors (B) | <input type="checkbox"/> Client Services Programs (CP) |
| <input type="checkbox"/> Financial (F) | <input checked="" type="checkbox"/> Primary Care (PC) |
| <input type="checkbox"/> Human Resources (H) | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input type="checkbox"/> KDCHC Governing Principles (K) | <input type="checkbox"/> Diabetes Education Program (DEP) |
| <input type="checkbox"/> Occupational Health & Safety (S) | |
| <input type="checkbox"/> Volunteers (V) | |

Policy No.: PC0205 (previously PC0205)

Title: Client Termination Appeal Process

Policy

The Kitchener Downtown Community Health Centre recognizes in Policy No. PC0202 (Terminating the Patient-Provider Relationship) that from time to time, the circumstances exist where the Provider believes terminating the client is in the best interest of the client and of the Health Centre.

In the event that the Terminating the Patient-Provider Relationship Policy has been enacted, the client has the right to file an appeal of that decision. The Kitchener Downtown Community Health Centre is committed to responding to the appeal in a timely manner.

Clients are required to provide, in writing, the reasons they believe the decision for termination should be reversed. This documentation is to be given to the Clinical Director.

The Clinical Director and the Clinical staff will review and determine the outcome of the appeal. In cases where consensus cannot be reached, the Executive Director will be asked to provide the final decision.

It is the responsibility of the Executive Director to inform the Executive Committee of the Board of Directors of any appeal process that may put the Health Centre at risk.

Procedures

Step One

Any client wishing to appeal the termination of clinical services is required to provide, in writing, the reasons they believe the decision should be reversed.

Step Two

The written appeal will be reviewed by the Clinical Director to determine whether there is sufficient cause for the appeal process to proceed. This determination will be made, weighing the reasons for the termination with the reasons stated in the appeal. If the termination was the result of activity or behaviour that placed the Centre or the staff/volunteers/clients at risk, the determination will be made in consultation with the Executive Director and the Occupational Health and Safety Committee. If it is determined that sufficient grounds for the appeal do not exist, this will be communicated in writing to the client. The Executive Director will be informed in writing of the appeal and the subsequent determination if not directly involved in the initial determination.

Step Three

If it is determined that sufficient grounds for consideration do exist, the appeal will be discussed with the clinician who initiated the termination and then the Clinical staff at their next scheduled meeting will review and discuss the appeal information.

Step Four

A meeting with the client, the Clinical Director and up to two clinical staff people will be held to further discuss the client's reasons for appeal. The provider who initiated the termination of services action will not be part of this meeting. Questions to the client or suggestions that would allow resumption of clinical services will be discussed at this time.

Step Five

The Clinical staff at their next scheduled meeting will then review the results of the meeting and determine a final recommendation. If it is determined the appeal does not have merit, this will be communicated to the client in writing.

If it is determined the appeal is successful, a contract (if needed), will be drawn up outlining the conditions under which the client will be allowed to return to the Health Centre. A meeting with the client, the Clinical Director and the appropriate staff person will be held to discuss the decision and the contract. The client will have the option to agree to the contract and sign it or reject the terms of the contract.

The Executive Director will be provided a written copy of the recommendations/contract before it is presented to the client. If the Executive Director raises significant concerns, these will be discussed with the clinical staff and changes to the decision or the contract will be made as needed.

Step Six

If the client agrees to sign the contract, they are then free to seek an appointment in accordance with the contract conditions. Any breach of the contract provisions by the client can result in immediate termination.

Step Seven

If the client rejects the terms of the contract, the termination of the client will remain in effect. This will be communicated to the client verbally at the meeting and then subsequently in writing.

Reference Documents:

Termination the Patient-Provider Relationship, Policy No: PC0202
Occupational Health And Safety Policy No. S0101

Implementation Date: October 3, 2002

Developed by: Stephen Gross, Clinical Team

Date: August 2002

Approved by: Stephen Gross, Acting Exec. Director

Date: October 7, 2002