

Zero Tolerance Policy & Procedure on Abusive Actions or Language

POLICY:

To provide the best care and experience possible, we have zero tolerance for any abusive actions or language or behavior that creates a risk or threat to patients, families, visitors, or members of our staff. Any rude, threatening, or demeaning comments will be promptly addressed as appropriate.

PROCEDURE:

First offense: For a first violation of the policy (whether in office or on the phone), the responsible employee will document a telephone encounter the FACTS of the incident/violation. The note will be routed to the Practice Manager for review and follow up with the patient via a phone call to review the policy and expectations with the patient. This will be documented in a telephone encounter and as a risk event. In addition, a letter will be sent to the patient outlining the date of the incident, and a reminder of our policy.

Second offense: For a second violation of the policy, the responsible employee will document in a telephone encounter the FACTS of the incident/violation. The note will be routed to the Practice manager for review. The PM will follow up with the patient via phone call to review the policy and expectations and inform patient that this is their second offense and therefore they will need to sign a behavior contract before resuming care. Contract to be scanned into patient chart. Letter outlining this to be sent to patient or given at next appointment.

Third offense: Patient will be reviewed for possible discharge from the practice due to violation of the policy and behavior contract with provider approval. Provider approval required due to some situation in which patient is deemed to not be able to control their behaviors such as a TBI.

Final termination discretion rests with provider and Dept level director:

For OPC, Psych, BHH, refer third offense documentation to provider and copy Behavioral Director

For B-Street, Pediatrics, route third offense documentation to Provider and copy Chief Medical Officer.

For Dental, route third offense documentation to Dental Director.