



Patient Discharge and Termination

1. Policy Statement

Grow Family Health Medical Clinic (GFHMC) is committed to providing high-quality, patient centered care. However, there are circumstances where it may be necessary to terminate a patient's access to the clinic's services. This policy outlines the procedures for terminating a patient's care, including the steps for notifying the patient, managing the transition of their care, and ensuring compliance with relevant regulations.

2. Purpose

The purpose of this policy is to establish a clear and consistent process for terminating a patient's access to GFHMC services. This ensures that patients are informed appropriately, their ongoing care needs are addressed, and the transition is managed in a manner that is respectful and compliant with regulatory requirements.

3. Scope

This policy applies to all healthcare professionals and administrative staff involved in patient care and management at GFHMC. It covers the procedures for terminating a patient's access to the clinic, including notification, care transition, and documentation.

4. Termination Procedures

4.1 Reasons for Termination

A patient's access to GFHMC may be terminated under the following circumstances:

- Non-Compliance: Persistent failure to adhere to clinic policies despite repeated warnings.
- Late/Missed Appointments: Persistent failure to arrive on time or present for appointments, specifically:
 - for individuals, being late for or failing to attend **3** appointments
 - for families, being late for or failing to attend **5** appointments
- Behavioral Issues: Disruptive or abusive behavior towards staff or other patients that impedes the delivery of care.
- Non-Payment: Failure to settle outstanding bills or payment issues that are not resolved through financial assistance or payment plans.
- Medical Necessity: The clinic can no longer meet the patient's medical needs, requiring referral to a different healthcare provider or specialist.
- Patient Request: The patient requests to be discharged or seeks care elsewhere.

4.2 Notification Process

- Written Notice: Patients will be provided with a written notice of termination. The termination letter will follow a template and include the information required by relevant regulatory bodies. Patients will be provided with either a printed or electronic copy and a copy is kept in the



medical record in accordance with relevant policies and guidelines of the provider's governing bodies.

4.3 Care Transition

- Medical Records: The patient's medical records are transferred to their new healthcare provider upon request. This includes providing copies of records or summaries of care. Standard fees for transfer of medical records apply.
- Ongoing Care: If the termination is due to the clinic's inability to meet the patient's medical needs, the clinic will assist in making appropriate referrals to other healthcare providers or specialists.
- Prescriptions: Patients will be provided with an adequate supply (up to 3 months) of any medications previously prescribed by the physician that the patient is expected to require in the 3 months following termination. This is at the sole discretion of the physician and does not include any controlled substances or medications that require close monitoring.
- Follow-Up: Patients will be contacted to confirm that they have received the termination notice and understand the next steps, if any. Patients may be contacted after receiving a termination letter regarding appointments requested prior to termination. This does not constitute a re-engagement with care at the clinic.

4.4 Documentation

- Termination Record: This record will include the reason for termination, the notice provided, and any actions taken to assist with the transition of care in the patient's medical record.

4.5 Patient Safety

- Emergency Care: If the termination involves a patient with urgent or ongoing medical needs, a plan for immediate care will be included in their termination letter to ensure that their transition is managed as safely as possible and to avoid any gaps in treatment.

5. Responsibilities

- Healthcare Professionals: Responsible for assessing the need for termination, participating in the decision-making process, and assisting with the transition of care.
- Administrative Staff: Responsible for preparing and sending termination notices, coordinating the transfer of medical records, and ensuring all documentation is complete.
- Patients: Responsible for following the instructions provided in the termination notice and making arrangements for new healthcare providers.

6. Regulatory Policies and Review

- Patients can access regulatory policies regarding termination and transfer of care at www.cpsso.ca
- Policy Review: this policy is reviewed regularly to ensure it aligns with best practices and regulatory requirements.



7. Contact Information

For questions regarding patient termination or to report any issues, please contact:

Grow Family Health Medical Clinic

admin@prismahcc.ca

This policy ensures that Grow Family Health Medical Clinic handles patient terminations in a professional and respectful. All staff are expected to follow these procedures to support optimal patient care and maintain the clinic's standards of practice.