

Patient Dismissal Policy

I. Purpose

To provide guidelines and criteria for dismissing patients from the School of Dentistry while protecting patient rights and avoiding patient abandonment

II. Policy

A. The School of Dentistry may dismiss a patient when established criteria are met. When the School of Dentistry initiates termination of the relationship with a patient, consideration will be given to protecting patient rights and preventing patient abandonment.

B. The patient-provider relationship may be terminated in the following circumstances:

- a. Inability to maintain a functional patient-provider relationship (see attached)
- b. Use of inappropriate language or behavior (see attached)
- c. The patient's failed/cancelled appointments have an impact on the effectiveness of treatment or clinic operations (see attached)
- d. The patient has failed to make timely payments for services (see attached)
- e. The patient presents an immediate danger to clinic personnel, other patients and their families, or anyone else who is on the premises (see attached)

C. Warnings and dismissals will be issued in the following manner:

- a. After 2 failed appointments within a year, a warning letter will be sent.
- b. After 3 failed appointments within a year, a dismissal letter will be sent after verification with the patient's provider(s).
- c. A failed new patient appointment will result in immediate dismissal. A dismissal letter will be sent and will not allow access to emergency care.
- d. A warning letter will be sent after one documented incident of inappropriate language or behavior.
- e. A dismissal letter will be sent after the second documented incident of inappropriate language or behavior.
- f. Parents or guardians who repeatedly send their children to appointments without proper guardianship will receive a warning letter that explains the policy for unaccompanied minors. (See Unaccompanied Minors Policy)
- g. Patients who cannot be reached by phone will receive a letter requesting that they update their contact information.

h. Patients who present an immediate danger will be dismissed from the clinic immediately.

D. Dismissed patients will have 30 days to seek treatment for their unresolved acute emergent dental needs and will be provided with referrals to community resources for their dental care.

E. Once a patient is dismissed from the School of Dentistry, that patient is dismissed from all clinical practice areas. The clinical practice areas include: all Moos Tower clinics and/or departments and any other clinic operated by the School of Dentistry.

III. Appeals

A. Patients may appeal their dismissal to the Associate Quality and Compliance Officer. The Associate Dean of Clinical Affairs will be consulted for a final determination.

B. Providers may appeal a patient dismissal to the Associate Quality and Compliance Officer who will consult with the Associate Dean of Clinical Affairs.

Policy Owner:	This identifies the department responsible for maintaining the policy
External References:	This section lists any rules, regulations and/or statutes supporting the policy.
Related Policies:	This section identifies related School of Dentistry, Board of Regents, or AHC policies.
Approved by:	CAC
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