

RIVER VALLEY COUNSELING CENTER, INC.

POLICY/PROCEDURE # C10.09

SUBJECT: INVOLUNTARY DISCHARGE

DATE REVIEWED/REVISED: 9/15, 11/18

POLICY STATEMENT: RVCC may deem it necessary to terminate services to a client to protect the safety of staff and smooth running of the agency.

PURPOSE: Clients shall be involuntarily terminated from services only under specific circumstances. Site Directors and/or supervisors shall review, and in advance, approve involuntary discharges in order to ensure a discharge only occurs when criteria have been met and all necessary and appropriate clinical interventions have been attempted to resolve the problem area.

RESPONSIBILITY: All staff and Site Directors.

PROCEDURE:

- A. A client shall be involuntarily discharged from a service on the basis of meeting one or more of the following criteria:
1. Aggressive or violent behavior which is deemed too dangerous to manage in an outpatient setting;
 2. Serious infractions of the rules of the program in which they are enrolled;
 3. Repeatedly attending services in a state of intoxication or being under the influence of illicit drugs;
 4. Refusal to agree to a higher level of care, i.e. (admission to hospital or drug treatment center);
 5. Theft or serious damage to agency property;
 6. Non-payment of fees for services according to terms and conditions agreed upon with the finance department provided the discharge is consistent with established clinical guidelines;
 7. Insurance coverage lapses and client declines payment of out-of-pocket fees;
 8. Clearly documented record of repeated non-compliance after signing treatment agreements and the client has not engaged in services after multiple interventions by staff have been attempted;
 9. Patient is at medical risk and refuses necessary and reasonable monitoring, especially as it pertains to medications prescribed by agency medical prescribers;
 10. Enters the site with a weapon

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- B. Clients shall be discharged if it is clinically appropriate to do so. Clients at imminent risk to harm themselves or others require emergency hospitalization to be arranged by the agency prior to discharge.
- C. Clients shall be given clearly stated and accessible alternative service options as needed. Agency staff will assist client in obtaining alternative services prior to discharge.
- D. Clients shall be clearly informed **in writing using the agency's discharge/closure formatted letter** of reasons for involuntary discharge and alternative treatment options available. All letters of discharge must include a referral list of other mental health agencies;
- E. Upon discharge, clients will be informed of the agency grievance procedure and appeal process.