



*Purpose: a patient termination policy establishes the circumstances under which a patient can be dismissed from receiving care, and the procedures to be followed when doing so*

## **TERMINATION POLICY**

I understand that Spears Pain & Rehab reserves the right to terminate me as a patient under the care of any provider employed by Spears Pain & Rehab for one or more of the following reasons:

- A. **Treatment non-adherence:** The patient does not or will not follow the treatment plan or the terms of a pain management contract or discontinues medication or therapy regimens prior to completion.
- B. **Follow-up noncompliance:** The patient repeatedly cancels follow-up visits or fails to keep scheduled appointments with providers or consultants.
- C. **Office policy non-adherence:** The patient fails to observe office policies, such as those implemented for prescription refills or appointment cancellations, or refuses to adhere to mandated infection-control precautions.
- D. **Nonpayment:** The patient owes a backlog of bills and has declined to work with the office to establish a payment plan or has discontinued making payments that had been agreed on previously.
- E. **Verbal abuse or violence:** The patient, a family member, or a third-party caregiver is rude, uses disparaging or demeaning language, or sexually harasses office personnel or other patients, visitors, or vendors; exhibits violent or irrational behavior; makes threats of physical harm; or uses anger to jeopardize the safety and well-being of anyone present in the office. Such behavior will not be tolerated and will result in immediate removal from the premises.
- F. **Display of firearms or weapons:** The patient, a family member, or a third-party caregiver wields a firearm or weapon on the premises. Such behavior will not be tolerated and the person in possession of the firearm must exit the premises immediately.
- G. **Inappropriate or criminal conduct:** The patient exhibits inappropriate sexual behavior toward providers or staff or participates in drug diversion, theft, or other criminal conduct involving the practice. We reserve the right to file a criminal complaint to the police department and share security camera recordings of any criminal activity.



In the cases of **E, F, & G:**

We reserve the right to immediately dismiss you from the practice without prior notice. This is to ensure that our facility meets its three core environmental values: safety, accessibility, and comfort.

In the cases of **A, B, C & D:**

An attempt to reconcile the respective problem between the company, Spears Pain & Rehab, and the patient subject to the issue, must be attempted at least once. This will not be a written attempt or “warning” to the patient, but either a discussion either during or following an encounter about the issues and steps already taken and future steps that can be taken to resolve the issue.

In an attempt to reconcile a dispute falling in the categories A, B, C, & D, two of our staff members will be present (or on the same phone call) for a discussion. Preferably, this discussion should be held in person. However, if you are unable to come to the clinic for this, then the discussion can be held by phone. One staff member will work with you on how to reconcile the problem, and a second staff member will act as a third party mediator, listening to the conversation between the patient and staff and also to document the conversation and plan of action. Our staff shall abide by the following rules prior to dismissal:

- Attempt to understand WHY the patient is non-compliant.
- Does the patient understand their behavior is creating an issue?
- Review internal processes before terminating the patient.
- If the issue is procedural, are there any internal practice operations that could be interfering with patients making/keeping appointments?
- If the issue is financial, can you provide any assistance or education to make payments easier for the patient?

If the dispute is *able* to be resolved, we shall write a plan of action and provide you a copy, along with a clear, documented warning with consequences explicitly outlined. We will include documentation of the steps we have taken to avoid dismissing you as a patient.

If the dispute is *unable* to be resolved, this will result in dismissal from the care of the providers at Spears Pain & Rehab and we will provide you with a written notice of dismissal. We will include documentation of the steps we have taken to avoid dismissing you as a patient.



If disputes occur more than once, or if there are multiple disputes, this may result in dismissal from the care of the providers at Spears Pain & Rehab and we will provide you with a written notice of dismissal. We will include documentation of the steps we have taken to avoid dismissing you as a patient.

This policy was last updated on September 30th, 2024.

Spears Pain & Rehab, S.C.

Dr Eric Spears, D.O., owner and president