

Church Street Medical Practice

Refusal of Service Policy

1. Outline

While CSMP endeavours to ensure that we treat all patients that attend our Practice, there are a handful of circumstances in which the Practice is unable to continue to provide care. These are:

- If a patient threatens or intimidates staff (medical or administrative)
- If a patient threatens or intimidates other patients while on-site
- If a patient's conduct while engaged with the practice facilitates a criminal offence
- If a patient's care requirements exceed the capacity of the Practice's ability to meet them

As a private entity, Church Street Medical Practice (CSMP) reserves the right to deny service to any patient. Similarly, each doctor engaged with CSMP may also reserve the right to refuse service. **Ultimately, the safety and security of all patients is of the highest importance.**

2. Policy and Procedure

Should a patient violate any of the above conditions¹, it is advised that a patient be **verbally warned** that should such conduct continue, they will be asked to leave the practice and their care transferred elsewhere. However, if the individual doctor or staff member perceives the behavior to be of sufficient severity, then the patient may be simply asked to leave, and their care transferred as soon as feasible.

- **An incident report MUST be completed by the applicant²** (doctor, nurse, admin staff), outlining the reasons for the denial of service, the name of the patient, and any relevant details that would support the refusal of services should they be challenged.
- The patient will then be issued with a letter from the Practice outlining that the therapeutic relationship has broken down, and that their care will need to be transferred elsewhere³. This letter can either be hand-delivered to the patient, or mailed to their address. **It must be signed by both the patient's usual practitioner and the practice manager.**
- Should a patient wish to see another doctor at the practice, both the transferee doctor and transferring doctor must communicate the arrangement in writing to the Practice Manager, who will then direct administrative staff as to the change⁴.

¹ Or any conditions that a practitioner may indicate individually to a patient.

² The Practice Manager will assess the reports case by case. Should the refusal require further information or discussion, it will then be presented to the Doctors' Committee.

³ Based on the severity of the incident that warrants the refusal of service, the Practice may act on behalf of ALL doctors engaged in service agreements at CSMP, and indicate that the patient cannot return to CSMP or see any doctor at the Practice.

⁴ Should NO doctor wish to take over care of the patient, the refusal of service will remain in place.

- In the event a patient attempts to violate the refusal of service by:
 - a) Ignoring (or pleading ignorance of) the refusal of service letter and booking with another doctor at CSMP.
 - b) Arriving on the premisesAdministrative staff will view the conduct as trespassing, and notify Police.
- Should the refused patient attempt to contact the Practice or doctor directly or indirectly, the patient will be referred to the refusal of service letter.

The Denial of Service letter must also include:

- An Application to transfer records
- A list of available practices in the nearby geographic area.

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