

## Terminating Services to a Clinic Client Policy

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**Policy Code:** CLI-010      **Version:** 1.0      **Effective Date:** 09 December  
2011

### Purpose:

All primary health care professionals must follow ethical protocols in to order to end a practitioner/therapist – client relationship without incurring potential repercussion or legal actions.

This policy outlines the conditions under which the College is able to terminate the relationship between the College Clinic and a clinic client.

**Definition of “College”** – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, College of Natural Beauty, Fitnation and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each and any of these respective trading names and accordingly, the College you are attending.*

### Scope:

- All College Clinics
- All clinic staff, supervisors and students
- All clients of College Clinics

### Policy Statement:

As a primary health care provider, natural therapists are obligated to provide continuity of care if they enter into a treatment protocol with a client. However, a practitioner can terminate services to a client if the client, client’s family (if an underage client) or responsible parties are notified with enough advance notice for the client to secure another practitioner. A practitioner can also, under certain situations, decline to treat a client who requests a treatment protocol that is scientifically invalid or is incompatible with the personal, religious or moral beliefs of the practitioner. A practitioner can also

decline to treat a client who is violent, disruptive or abusive.

Grounds for terminating services to a client include, but are not limited to:

- Clients who are violent or abusive to the practitioners, staff and/or other clients
- Clients who are disruptive
- Clients who will not pay for their treatment
- Clients demanding unacceptable treatments
- Clients that create problems with other patients or staff
- Clients who consistently miss appointments
- Improper sexual advances by the client

### Non-Compliance with Treatment

Non-compliance with treatment is not generally considered grounds for terminating a relationship with a client. However, if the non-compliance cannot be overcome it is in the client's best interests to terminate the practitioner client/relationship.

### Other Considerations

Clients with poor hygiene (odoriferous and unkempt) can disrupt other clients in reception areas. Clients with a history of substance abuse can cause major disruptions to a practice. In all cases, the safety and wellbeing of staff, students and other clinic clients should take precedence in determining whether to continue an individual's treatment.

## Related Procedures:

### [Terminating Services to a Clinic Client Procedure](#)

**Definitions:** Not Applicable

## Further Information:

**Related Policies:** Not Applicable

**Benchmarking:** Not Applicable

**Supporting Research** Not Applicable

**and Analysis:**

**Related Documents:** [Clinic Handbook](#)

**Related Legislation:** Not Applicable

**Guidelines:** Not Applicable

<b>Policy Author:</b>	National Clinic Manager
<b>Policy Owner:</b>	National Clinic Manager
<b>Contact:</b>	National Clinic Manager
<b>Recommending Body:</b>	Academic Board Executive Committee Meeting date: 01 December 2011 Agenda Item: D.5.4
<b>Approval Body:</b>	College Council Meeting date: 09 December 2011 Agenda Item:
<b>Policy Status:</b>	New
<b>Responsibilities for Implementation:</b>	National Clinic Manager Clinic Coordinators Clinic Teachers
<b>Key Stakeholders:</b>	National Clinic Manager Clinic Coordinators Clinic Teachers
<b>Date for Next Review:</b>	July 2014

Version Summary			
Version	Date	Author	Details
0.1		S Jones	Original Guidelines document
0.2	03Nov10	N Chaperon	Converting to Policy and Procedure
0.3	18Jul11	G Spalding	Added provision for terminating services mid-session.
0.4	18Jul11	N Chaperon	Conversion to new template; addition of ownership info
0.5	4Nov11	G Spalding	Incorporation of T & L Committee feedback
1.0	9Dec11	S Englart	Approved by College Council