

Terminating Services to a Clinic Client Procedure

Version:	1.0	Effective Date:	11 December 2014
Procedure Code:	PR-032	Related Policy Code:	CLI-010
Related Policy Name:	Terminating Services to a Clinic Client Policy		

Purpose:

This procedure lists the actions required by Clinic Supervisors and Clinic Managers when terminating services to a client of a College Clinic.

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

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

Procedure:

Terminating the relationship should be a last resort when efforts to maintain a therapeutic relationship have failed.

Clinic Supervisors must notify the Clinic Manager of their intent to discontinue services to a Clinic client.

The following steps for terminating the client relationship must be strictly followed:

- The client must be notified by a letter that is sent by registered mail, with a return receipt requested
- The return receipt is placed into the client's file
- At least two suggestions for continued care should be made (list of clinics, referral services etc). Students should not refer clients to specific practitioners by name, only the Clinic name should be given.
- The College is not required to give a reason for discontinuing services, however, a reference can be made in a simple and objective manner (e.g. multiple “Did Not Attend” (DNA), non-compliance with treatment plans)
- All Clinic staff and students in that Clinic subject must be notified of the termination and reasons for termination. The Clinic Manager will attach a ‘red flag’ to their electronic file to ensure they cannot be booked into any other modality’s clinics.
- Proactive security measures should be taken when terminating care for a belligerent or abusive client
- Any student who feels they may be in danger should contact the Clinic Supervisor and/or Clinic Manager and ask for assistance in dealing with the situation.

The Clinic Supervisor or Clinic Manager can immediately discontinue services to a Clinic client who is violent or abusive to students, staff or other clients. Once this occurs then the steps for terminating the client relationship (as above) must be followed.

Definitions: **red flag** – electronic tag entered against a client’s details in the Patient Management System.

Patient Management System – electronic database of College Campus Clinic clients.

Further Information:

Related Policies: [*Terminating Services to a Clinic Client Policy*](#)

Related Procedures: Not Applicable

Related Documents: [Clinic Handbook](#)

Guidelines: Not Applicable

Procedure Author:	National Clinic Manager
Procedure Owner:	National Clinic Manager
Contact:	National Clinic Manager
Recommending Body:	Academic Board Executive Committee Meeting date: 01 December 2011 Agenda Item: D.5.4
Approval Body:	College Council Meeting date: 09 December 2011 Agenda Item:
Procedure Status:	New
Responsibilities for Implementation:	National Clinic Manager Clinic Coordinators Clinic Teachers
Key Stakeholders:	National Clinic Manager Clinic Coordinators Clinic Teachers

Full Version History			
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 red flags and terminating mid-session.
0.4	18Jul11	N Chaperon	Conversion to new template; addition of definitions
0.5	11Nov11	S Englart	Incorporation of T & L Committee feedback
1.0	09Dec11	S Englart	Approved by College Council
1.0	4Oct13	C Smalbil	College changed to new version control system within Sharepoint (refer to The Source for further version history).