

**TEXAS TECH HEALTH SCIENCES CENTER-EL PASO
AMBULATORY CLINIC**

POLICIES AND PROCEDURES

TITLE: Disruptive Behavior in Clinic Sites/Departments

Date Issued: 10/04

Policy : 8.7

POLICY:

The purpose of Texas Tech Medical Center-El Paso Policy and Procedure, is to establish guidelines, along with the Risk Management Department to provide assistance when terminating the physician and patient relationship for disruptive behavior.

SCOPE:

This policy covers all Texas Tech Medical Center-El Paso Physicians and Agents.

PROCEDURE:

The termination process shall include a consultation with the Risk Manager and/or General Counsel by the Physician who wants to terminate the Physician Patient Relationship. The Risk Manager and/or General Counsel will then:

1. Evaluate the patient's medical record to assure that documentation supports the decision for termination (i.e., progress note entries), if applicable.
2. Consult with the Attending and/or Resident Physician directly involved with the patient's care.
3. Review the draft of the termination letter that is to be sent to the patient/parent/significant other.
4. Provide advice to implement the following:
 - a) A copy of the termination letter is to be placed in the patient's clinic medical record along with the certified mail return receipt.
 - b) The reasons for the termination of the Physician Patient Relationship are to be documented in the patient's clinic medical record.
 - c) Documentation in the patient's clinic medical record that the Termination Letter has been mailed by certified and regular mail.

Note: All letters must have **Via: Certified Mail** typed on the stationery in the middle of the top first page of letter.