

Mark S. DeBord, LCSW, LLC	POLICY # MR - 001
TITLE: Discharge Process	EFFECTIVE DATE: 11/17/2014; Reviewed 11/24/15; 12/26/17; 12/31/19

### **Statement of Purpose, Scope, and Applicability**

It is the intent of the Mark S. DeBord, LCSW, LLC to encourage and foster engagement of clients in services as long as services are warranted. It is believed that clients have the right to participate or not participate in services. Discharge planning begins at admission and the process may involve follow up with clients throughout the process of treatment.

The Discharge Note is a documented summary of services and disposition and is intended to encourage attention to appropriate treatment process from admission to discharge.

This policy is applicable to all clients, employees, interns and volunteers of Mark S. DeBord, LCSW, LLC.

### **Policy**

It is the policy of Mark S. DeBord, LCSW, LLC for all staff to complete an appropriate discharge process in order to take reasonable actions to engage clients in services that may be beneficial and to document the closure and end of the formal therapeutic relationship for a given episode of treatment. It is paramount that services are provided to maximize the potential for recovery and promoting client engagement is an important element in the course of treatment.

### **Reasons for Discharge Include, but are not limited to:**

1. Goals have been met and a mutual agreement to end services has been reached.
2. When client states their intent to end services or cancels an appointment and fails to reschedule within 4 weeks.
3. Client is not benefitting from services and adjustments have been exhausted for client to realize benefit. A mutual agreement is reached between agency and client to end services.
4. When agency has discussed with client that there is an overdue bill and there is not clear and convincing evidence that the client plans to pay the bill within two weeks of notification, the agency may terminate services with suggested referrals made. Such termination will be attempted in-person, but may have to be done in writing. A letter to client is recommended in these cases even when the in-person conversation takes place.
5. When a client misses appointment, a follow up phone call will be made. When there is no answer, a message will be left. If the client does not return phone call or contact otherwise made, the therapeutic relationship will be considered ended after 30 days of the last scheduled appointment.
6. When a couple/ family is being seen and more than one person wants to receive services from the therapist, the therapist may determine that it is a conflict to see any involved at which time appropriate referrals will be offered and communicated to client along with explanation of such decision. When only one party is requesting services with relationship focus, that person may be seen; but that will preclude couple services or services provided to significant other. Referrals will be offered as required/ desired. (Such communication may be accomplished in person, by phone or in writing and is to be documented.)

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## Procedures

1. If client calls to cancel an appointment and fails to reschedule at that time with the expressed intention that they will call back to reschedule, therapist will make a judgment as to need for follow up phone call. The therapeutic relationship will be considered ended after 30 days of the last scheduled appointment and the case will be closed after 60 days from the last scheduled appointment.
2. Following a missed appointment, if client is thought to be an imminent risk, a decision will be made whether or not to request an Order for Protective Custody from the Coroner's Office.
3. Following a missed appointment where the client is not thought to be an imminent risk, therapist will place a call (generally within two weeks) to patient in an effort to re-engage them in services. If no answer, a message will be left. If there is no return call from client after a message is left, the therapeutic relationship will be considered ended after 30 days of the last scheduled appointment and the case will be closed after 60 days from the last scheduled appointment.
4. When client misses appointment that has been made as result of follow up call due to an earlier missed appointment, therapist will make a judgement as to whether or not to make another follow up call.
5. A case will be closed after 60 days from the last scheduled appointment when client and therapist both have agreed to discontinue services.
6. Discharge Note will be documented in Electronic Health Record by using the "Discharge Note" format. The Discharge Note template will be selected.
7. The note will be labeled "Discharge Note" or "Discharge Summary" in the "CC" section.
8. "Reason for Admission" will describe the chief complaint and main goal(s).
9. "Course of Treatment" will describe approximate number of sessions, type of sessions, interventions used and participation of the client.
10. "Condition at Discharge" will be documented by selecting the appropriate item in template.
11. "Beginning ORS" will be documented or omitted if there is none.
12. "Ending ORS" will be documented or omitted if there is none or only one ORS measure.
13. It is not necessary but is permissible to document the SRS measures.
14. "Discharge Diagnosis" will be documented by use of at least the code and will match the entered diagnosis in last note of client's chart.
15. It is not necessary to document the other diagnosis items in the template, but it is allowable.
16. "Disposition" will describe whether or not the client completed treatment, dropped out, was referred, follow up phone call(s) made, return phone call(s), etc.

Disclaimer: It is not expected that this policy will cover all possible situations. Those not covered will be handled with the client's best interest in mind.

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