

Terminating Services to a Clinic Client Policy

Policy Code: CLI-010**Version:** 2.0**Effective Date:** 15 May 2023

Purpose

All health care professionals, including student practitioners, must follow ethical and non-discriminatory protocols in order to end a practitioner– client relationship without incurring potential repercussion or legal actions. These protocols must fall within the National Code of Conduct for health care workers (for unregistered health care workers), and the Code of Conduct for AHPRA practitioners (Chinese Medicine).

This policy outlines the conditions under which the College can terminate the relationship between the College Clinic and a Clinic client.

Scope

- All Clinics
- All clinic staff and students
- All Clinic clients

Policy Statement

As health care providers, practitioners (including student practitioners) are obligated to provide continuity of care if they enter a treatment protocol with a client. However, a practitioner can terminate services to a client if the client or client's guardian / parent (if a minor client) are notified with enough advance notice in writing, and providing or facilitating arrangements for the continuous care of the client if relevant and safe for both parties to do so (i.e. referral). A student practitioner and their Clinic Supervisor 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 does not adhere to the *Clinic Client Code of Conduct - HE*.

Grounds for terminating services to a client include (refer to the *Clinic Client Code of Conduct – HE and Clinic Cancellation Policy*):

- 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 clients or staff
- Clients who consistently miss appointments
- Improper sexual advances by the client
- Clients seeking sexual services
- Clients presenting under the influence of drugs or alcohol
- Clients who require further expertise (e.g. primary health care) to resolve their health issues.

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. Examples of non-compliance include but are not limited to: clients not following treatment recommendations made by the practitioner, recommended pathology / cardiology or other laboratory testing.

Other Considerations

Where a client is causing disruption or an unsafe clinic environment but is found to not be in technical breach of the *Clinic Client Code of Conduct – HE*, the local Clinic Manager may still choose to terminate the client's treatment. 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.

If a client's treatment is terminated and they wish to continue attending clinic, they can lodge an appeal of the termination decision by emailing the particulars of their case to the Quality Feedback Monitor: qualityfeedbackmonitor@endeavour.edu.au.

The decision will be final in such cases. Any further appeal can only be made externally using Stage 4 of the complaints and appeals process, outlined in the *Complaints and Appeals Policy – Domestic – HE*.

Definitions

Client - An individual attending a clinic for treatment by a student practitioner.

Clinic - Also known as a Teaching Clinic. Each physical campus of the College around Australia includes a physical clinic where students treat members of the public for various health issues under supervision of experienced practitioners in the relevant discipline. Clinic sessions for higher education are timetabled in 4 hour blocks and for VET in 3 hour blocks, as part of the relevant clinic practicum subject.

Each clinic is staffed by a Clinic Manager and/or a Clinic Coordinator, along with academic staff working as Clinic Supervisors.

College – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

Staff – any person employed by the College to undertake any work on behalf of the College. This includes permanent, temporary and contract staff or external contractors working on an ad hoc basis.

Student – an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Related Procedures

Terminating Services to a Clinic Client Procedure

Further Information

Related Policies

Alcohol and Other Drugs Policy
Clinic – Managing Disruptive Individuals Policy
Clinic Cancellation Policy
Clinic Client Code of Conduct - HE
Clinic Client and Visitor Safety Policy
Complaints and Appeals Policy – Domestic – HE
Critical Incident Policy
Student Code of Conduct – HE

Related Documents

Clinic Handbook

Guidelines

Not Applicable

Benchmarking

Not Applicable

Supporting Research and Analysis

Not Applicable

Related Legislation

AHPRA National Boards Shared Code of Conduct
Code of Conduct for unregistered Health Care Workers (SA)
National Code of Conduct for Health Care Workers (Queensland)
National Code of Conduct for Healthcare Workers (Victoria)
National Code of Conduct for Health Care Workers in Western Australia
Schedule 3 Code of conduct for non-registered health practitioners (NSW)

Review and Approval

Policy Author

Director of Clinic and Campus Operations

Policy Owner

Director of Clinic and Campus Operations

Contact

Director of Clinic and Campus Operations

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Approval Body

Academic Council

Meeting date: 5 May 2023

Policy Status

Revised – full review of 12 year old policy, recreated in Word

Responsibilities for Implementation

- Academic Clinic Coordinators
- Clinic Supervisors
- Clinic and Campus Operations Team
- Director of Clinic and Campus Operations

Key Stakeholders

- Clinic Clients
- Student Practitioners (clinic students)