

Refusing Access to Patients Policy

The practice is committed to fulfilling a duty of care to protect staff and other patients. This policy defines the practice guidance for refusing access to patients to minimise potential risk to other patients and staff.

This policy applies to all team members, who are expected to familiarise themselves with the circumstances justifying the removal of patients from the list and appropriate procedures to follow.

In cases of:

- Unacceptable behaviour, including threatening behaviour, physical abuse, verbal abuse, race, gender or any other form of discrimination or other unreasonable behaviour
- Fraudulent or criminal behaviour, including deliberately obtaining drugs for non-medical reasons, attempting to use the dentist to conceal or aid criminal activity, stealing from practice premises

You are expected to take the following actions:

- Report any incident involving violence, fraudulent or criminal behaviour to the Practice Manager Lesley Holden, Kate Holden, Gemma Holden immediately, who will decide if it has to be reported to the police in accordance with the practice policy on Zero Tolerance on Violence and Aggression (M 233-VAW)
- Management will ask the patient to leave the premises immediately
- The incident will be discussed at a management meeting and if a majority agreement is reached a member of the management team will inform the patient verbally and in writing confirming the refusal of access and including details of the reasons

Irreconcilable differences

When the relationship between the dentist and the patient breaks down to the point where the dentist no longer feels capable of providing a quality level of patient care and feels that the patient's needs would be better served elsewhere, the following procedure is followed:

- The problem is reported to a manager, who may consult the principal's professional indemnity organisation to confirm the actions to be taken
- Management will then arrange for a meeting with the patient to discuss the matter and find out how the patient views the situation.
- A management meeting will be arranged to discuss the problem with the aim of solving it. If it is not resolved and no other dentist at the practice is prepared to provide services to the patient,
- Management will write to the patient to inform about removal of access, and fully explaining the reasons

Persistent missed appointments

When a patient fails to attend an appointment or cancels without giving 24 hours' notice, the patient may receive a fee of £30 at managements discretion.

- Frequent FTA's, late notifications or cancelations may lead to the patients being made inactive, with no other appointments to be made.

Copies of all correspondence regarding the refusal of access are filed and retained with the patient records.