

**DISORDERLY PATIENTS****OPS.028**

Approved By: <b>Chief Operations Officer</b>	Adopted Date: <b>Unknown</b>
Distribution: <b>All ODCHC Staff</b>	Revision Date(s): <b>06/01/12</b>

**POLICY:**

It is the policy of Open Door Community Health Centers to address disorderly patients in a manner that not only protects that patient, but also other patients and staff from excessive threat, verbal abuse, or any type of unsafe situation that would negatively effect the treatment environment.

Definition: A patient is considered disorderly if any of the following:

1. He/she appears visibly under the influence of alcohol or drugs.
2. If he/she used abusive language towards someone on clinic property.
3. If he/she threatens someone on clinic property.
4. If he/she threatens to destroy clinic property.
5. If their behavior is clearly affecting other patients in the waiting area or clinic.

**PROCEDURE:**

1. If a person is acting in a threatening or violent manner he/she should be asked to leave the premises. The designated trouble shooter\* for the day should handle this task. The receptionist may call 911 immediately, without waiting for the trouble shooter, if in his/her judgment the patient is dangerous.
2. If the disorderly patient refuses to leave the premises at the request of the trouble shooter, and all other means of intervention seem ineffective, then the receptionist will call 911, and the caller should give the police dispatcher a description of the person and the occurrence.
3. Persons obviously "under the influence" should be encouraged not to drive. If they drive away, trouble shooter will call police and provide information.
4. The trouble shooter will stay in the area with the disorderly patient in order to explain to the police the situation when they arrive. ODCHC staff should never try to physically restrain a disorderly person, or to touch them in any way. Safety of staff and other patients is our first priority.
5. After the disorderly person has been removed by police or trouble shooter, a Combined Situation Report Form will be filled out by the trouble shooter and submitted to the Operations Assistant. Also, any immediate follow-up concerns will be managed by the trouble shooter.
6. Depending on the nature of the incident, a contract, or consideration for withdrawing the patient from the practice will be reviewed with the primary provider by the Site Administrator.

**\*TROUBLE SHOOTERS:**

Site Administrator  
RN Clinic Coordinator  
Front Office Manager  
Operations Officer  
Mental Health Director/Provider

Approved:



Cheyenne Spetzler  
Chief Operations Officer