I. Policy Statement

The UNT Student Health and Wellness Center (SHWC) delivers healthcare and healthcare-related services (together, Services) to student and faculty/staff patients based on a relationship of mutual trust and respect between the UNT healthcare provider and the patient. Occasionally this relationship may be compromised to the degree that termination of the healthcare relationship becomes necessary.

II. Application of Policy

Students, faculty, and staff

III. Policy Responsibilities

A. Causes for Termination of Services

Termination of Services by the SHWC will be considered in extreme circumstances. Decisions to terminate Services will be nondiscriminatory and for just cause. Just cause for termination of healthcare by the SHWC includes:

1. persistent refusal to follow, or a history of failure to comply with, prescribed treatment, protocols, or procedures which results in negative clinical consequences;

2. student misconduct, as defined in the UNT Code of Student Conduct, in the SHWC facility and/or directed toward SHWC workforce, patients, or visitors;

3. faculty or staff misconduct in the SHWC facility and/or directed toward SHWC workforce, patients, or visitors; and

4. engaging in any illegal conduct, including the use or distribution of prescription forms or sale or distribution of controlled substances.

B. Termination Decision & Notice

The SHWC Executive Director (Director) may seek temporary suspension or permanent termination of all patient Services following consultation with SHWC staff, including other clinicians, contracted workforce, or others, as appropriate and consistent with the limits of confidential communications.

Prior to taking formal action to suspend or terminate a patient from Services, the Director or delegate will notify the patient of the possibility of suspension or termination of Services at the SHWC, in writing, either electronic or hard copy. This warning letter should clearly state the conduct which may cause Services to be suspended or terminated.

If conduct described in the warning letter continues, the Director or delegate will deliver notice to the patient, which states:
1. Services at the SHWC will be suspended or terminated on a specific date;
2. a suspension will last no less than 30 days from the date of the letter, when applicable;
3. the basis for the termination or suspension; and
4. if continuation of Services is needed, the names of local providers who may be able to assume care.

The notice will also include an authorization for the release of SHWC medical records to a healthcare provider selected by the patient, if necessary.

C. Review of Decision

A patient who believes that suspension or termination of Services was in error or was unjustified may seek review of the Director’s decision in accordance with UNT Policy 07.016, Student Complaint.

D. Refunds

A student patient whose services at the SHWC are suspended or terminated may receive a refund of the collected medical services fee in accordance with published fee refund policy, if requested by the student through Student Financial Services.

E. Effects on Enrollment

Suspension or termination of services at the SHWC does not impact a student’s enrollment status.

IV. References and Cross-References

UNT Policy 07.016, Student Complaint

V. Revision History

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<th>Executive Director of Clinical Services, Student Health and Wellness</th>
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