



Discharge Policy & Procedure

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I. Purpose

To clarify criteria for discharge of mental health clients, how planning will occur for post discharge services or supports and communication with clients and families about the status of their services with UCP of Maine.

II. Policy

Discharge planning discussion will occur with client/guardians starting at intake and continues through the treatment process. UCP staff will have clear verbal or written communications with the family about discharge issues and will work with the client/family to transition to alternative services if needed.

III. Reasons for Discharge

Client's services will end under any of the following circumstances:

- Treatment goals have been achieved
- It is determined with the client/guardian and providers that client is not receiving the appropriate level of care
- Parties that approve service (i.e Acentra insurers, etc.) deny authorizations
- The client and family has a pattern of cancellations/no shows that impedes progress or ability to benefit from the service. Refer to individual program criteria for attendance expectations
- Client/family chooses to withdraw from services
- It is determined by provider and client/family that it is not a good fit i.e.: therapeutic relationship hasn't developed, wrong treatment approach, lack of progress, etc.
- Completion of program
- Provider is leaving the agency and client chooses to not transfer to another UCP provider
- In some cases there may be additional reasons for discharge, not listed here

III. Procedure

Client/guardians will be informed about program eligibility, inactive status criteria and procedure as well as, criteria for completion of programs.

Plans of Care will have clear, individualized discharge criteria and this will be reviewed minimally every 90 days.

Staff will provide information to clients/guardians about alternative treatment options and services available that meet their needs as a part of discharge planning.

A Discharge Summary will be completed no later than 15 days after discharge. Clients/Guardians will be provided a copy of the Discharge Summary. As appropriate, a letter explaining steps they can take if they choose to appeal the discharge decision will be included.

DMHMR class members will be considered Inactive Services if there has been no contact in 30 days. A client will be discharge on the 90th day of inactive status. Attempts will be made to talk with client or reach client via certified mail prior to discharge to do appropriate discharge planning. DMHMR class members will be given 30 days' notice of discharge unless they pose a threat of imminent harm to employees or other clients.



Scott Tash, CEO



Date