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| Name of Policy: <u>Anticoagulation Management of Non-Adherent Patients</u> Policy Number: 3364-133-120 Department: Pharmacy Approving Officer: Chief Executive Officer Responsible Agent: Senior Hospital Administrator Scope: University of Toledo Medical Center |  <p>Effective Date: 7/31/2022 Initial Date: 1/1/2017</p> | | |
| <input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy | | <input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> Reaffirmation of existing policy | |

(A) Policy Statement

This policy will provide the clinic staff with guidelines for managing patients with continuous compliance issues.

(B) Purpose of policy

The purpose of this policy is to help the clinic ensure high quality patient care, reduce non-adherence rates, and improve compliance.

(C) Procedure:

- I. Non-adherence is defined as consistently missing appointments, frequent overdue INR draws for phone patients, or not following instructions given by the clinic staff
- II. The termination of the physician-patient relationship can be done at the discretion of the clinic provider for various reasons including: noncompliance, being unreasonably demanding, threatening to the physician or staff, or otherwise contributing to the breakdown of the physician-patient relationship
- III. Clinic Discharge Criteria (*Refer to Policy 3364-101-02-11*)
 - a. A warning letter may be sent to the patient, about the dangers of non-adherence to anticoagulation therapy, and patient should be given 2 weeks to contact the clinic
 - b. Clinic may choose to discharge patient, if the patient has missed two consecutive appointments or three appointments within a twelve month period
 - c. Phone management; if patient is 2 weeks overdue for INR draw the clinic may choose to discharge patient, clinic will attempt to call patient frequently enough to remind patient
 - d. F2F appointments: Missed appointments will be documented in the EMR and follow up call will be made for patient to reschedule.
 - e. Phone management: Overdue lab draws, patient will receive phone call reminders
- IV. Patients discharged from the clinic will not be accepted back into the clinic in the future, except at the discretion of medical director, pharmacy director, and clinic

supervisor. Patient will need to make and attend clinic appointments and phone management will not be an option.

- V. Certified discharge letters will be documented in EMR and sent to patient
- VI. Noncompliance and discharge will be communicated to the referring provider
- VII. Emergency care will be available to the patient for a reasonable period of time (30 days from date the certified discharge letter is mailed) for patient to find another provider for management.

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| Approved by: | Review/Revision Date: |
| <u>/s/</u> Russell Smith, PharmD, MBA, BCPS Senior Hospital Administrator | 4/2018 7/2019 6/2022 |
| <u>06/27/2022</u> Date | |
| <u>/s/</u> Rick Swaine Chief Executive Officer | |
| <u>07/11/2022</u> Date | |
| <u>/s/</u> Samer Khouri, MD, MBA Medical Director, Anticoagulation Clinic | |
| <u>08/03/2022</u> Date | |
| | Next Review Date: 7/1/2025 |