



# Behavioral Health and Education Specialists

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## Patient Discharge Information Sheet

Although we, Behavioral Health and Education Specialists, Inc. (BHEES), never anticipate we will need to discharge a patient from our care, unfortunately some situations do arise which put us in a position to make that decision.

In an effort to inform you, our patients, of the most common situations which result in a patient being discharged from BHEES, we are providing you with this information sheet. Keep in mind that discharging a patient, aside from being threatened or physically harmed by a patient, is never our first attempt at resolving the issue(s). You can expect, depending on your specific situation, your provider, the BHEES Billing Specialist or both to discuss the specifics of your issue(s) with you and to work with you to arrive at a resolution so you can continue your care with BHEES.

The most common situations where a patient is discharged by BHEES include you:

- being unwilling to follow your provider's treatment recommendations
- not having received services from BHEES for five consecutive months and not currently having a scheduled appointment
- threatening, or engaging in verbally or physically aggressive behaviors against, BHEES personnel, patients or anyone present at, or associated with, a BHEES office
- excessively not attending and/or late canceling scheduled appointments; defined as not attending or late canceling two consecutive appointments, or not attending and/or late canceling any three appointments in a three month period
- not paying your insurance co-payment at the time of service, or not keeping your balance current in accordance with the BHEES Behavioral Health Financial Policy

If you have questions about the information included on this sheet, please feel free to contact our Office Manager, Dancy Sass, at 815-609-1544