

Charleston/Dorchester Community Mental Health Center


CASE CLOSURE POLICY

Policy:

It is the policy of the Center for clinical staff to aggressively attempt to engage adult consumers with a serious and persistent mental illness or children and adolescent consumers with severe emotional disturbance prior to closing their cases with this mental health center.

Procedures:

1. All cases must be reviewed with treatment team (including physician) and supervisor before closing the case and this staffing must be documented in the medical record.
2. Every reasonable effort to engage the consumer must be made by staff and must be sufficiently documented in the medical record prior to the closing of the case when due to lack of contact or non-compliance. Reasonable effort is defined as several phone calls (documented on generics if client is not reached), at least one home visit, and/or sending three letters and attempting one next of kin contact, if possible.
3. "Inactive" status should be used when deemed more appropriate than closing by the treatment team . There is a specific Clinic/office code to be used and entered into CIS so the client case can be monitored on his/her inactive status.
4. Refer to the "Discharge Policy" regarding additional documentation required in medical record for formal closure.


Deborah S. Blalock, Date 11/14/08
Executive Director


Susan T. Monogan, Date 11/15/08
Quality Improvement Director