

# Cornerstone Behavioral Healthcare

## CS.16 Service Discontinued or Interruption policy for Stepping Stones

The client and guardian, if applicable, will be informed in person and/or in writing before services are interrupted or discontinued. The following are some reasons that may cause a discontinuation or interruption in services:

The Agency is no longer offering the specific services.

The service provider is leaving the agency.

The client is inactive or non-compliant.

The service provider is going on vacation.

The service provider is sick.

Department of Health and Human Services (DHHS) class members have additional requirements:

1. The provider shall first obtain prior written approval for discontinuing or interrupting services from DHHS.
2. The provider shall give thirty days advance written notice to the client and the client's guardian. If the client poses a threat of imminent harm to persons employed or served by the agency, the agency shall give notice that is reasonable under the circumstances.
3. The provider shall give such notice as may be required by law or regulation
4. The provider shall assist the client in obtaining the services from another agency.
5. The provider shall provide documented evidence in the client record of compliance with these standards, through letters, progress notes, phone logs, and/or facsimile

Executive Approval

Donna M. Rhee

Date:

1-13-2016