

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 200
VERSION: 3**

SUBJECT/TITLE: **PATIENTS WHO LEAVE OLIVE VIEW-UCLA MEDICAL CENTER WITHOUT NOTIFICATION**

POLICY: An attempt will be made to contact all patients who leave Olive View-UCLA Medical Center without notification to staff, to advise them of any further follow-up treatment required.

PURPOSE: To develop a system for follow-up of patients who leave Olive View-UCLA Medical Center without notification.

DEPARTMENTS: All

DEFINITIONS: **Patients Who Leave Without Notification** refers to any situation in which a voluntarily admitted patient (e.g., inpatient) leaves the facility without informing the staff. Once a staff member has made a reasonable effort to determine the patient's whereabouts and concludes that the patient is absent without explanation, the patient will be considered a patient who has left without notification.

PROCEDURE:

A. Inpatients: For patients who leave without notification from any inpatient unit and do not return, a member of the health care team will:

1. Notify the primary physician and the nursing supervisor.
2. Telephone the family or responsible person and advise them that the patient has left.
3. Notify the Nurse Administrator.
4. If unable to contact the patient, family or responsible person by telephone, an urgent message will be sent via Office Services as soon as possible.
5. Documentation of the events surrounding the patient leaving without notification and the follow-up will be recorded in the medical record. And, the event should be reported in the Patient Safety Net.
6. If a patient leaves the unit and does not return within 3 hours, the patient should be removed from the unit census

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- B. Department of Emergency Medicine Patients: Patients who are awaiting treatment in the Department of Emergency Medicine and who leave without notification will be called using the Emergency Department overhead paging system. Additional efforts, such as calling the emergency contact information, will be made to contact minor patients or patients with emergent conditions.

- C. The patient or responsible person should be informed of:
 - 1. The reason(s) why the patient should return to the hospital (e.g., the removal of hepllock; abnormal lab/test results, etc.)
 - 2. Any follow-up appointments.
 - 3. Any prescriptions the patient may need to pick up from the unit.

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| References: | |
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