

**MARTIN LUTHER KING, JR.  
OUTPATIENT CENTER  
POLICY AND PROCEDURE**

<b>DIVISION:</b> ENVIRONMENT OF CARE	<b>NUMBER:</b> 5.5
<b>SUBJECT:</b> RESPONSE TO ABUSIVE PATIENTS	
<b>SECTION:</b> SECURITY	<b>PAGE:</b> 1 <b>OF:</b> 2
<b>APPROVED BY:</b> POLICY AND PROCEDURE COMMITTEE, EXECUTIVE COMMITTEE	<b>EFFECTIVE DATE:</b> 11/01/07
<b>TO BE PERFORMED BY:</b> MLK Outpatient Center Workforce, Sheriff's Department	<b>REVISION DATE:</b> <b>REVIEWED DATE:</b> 02/01/14, 9/30/15, 8/17/16

**PURPOSE**

To provide guidelines for workforce members to utilize when responding to abusive patients.

**POLICY**

Clinic staff will make reasonable attempts to resolve situations involving abusive patients at the point of service, including the involvement of supervising staff. Where necessary, Sheriff's Department will be called to intervene with abusive patients who are interfering with the normal flow of business or have become threatening.

The Sheriff's Department should be contacted immediately at any time that staff is concerned about their safety or the safety of other staff, visitors or patients due to violence or the potential of violence. Dollarhide should access community emergency services via 911.

**PROCEDURE**

1. Clinic staff will make every effort to resolve complaints at the point of service. Staff encountering abusive patients should utilize communication techniques designed to de-escalate the situation. These techniques include: speaking in low volume, using non-threatening tone and language, avoiding threatening body language, maintaining appropriate distance, acknowledging the patient's concerns and offering potential solutions.
2. The patient advocate or designee will be notified of the situation in order to advise the patient of his/her right to file a formal complaint or grievance, and be informed of the official Rights and Responsibilities that apply to patients. When necessary, clinic staff will involve supervising staff to intervene with abusive patients. Based on his/her evaluation of the situation, supervising staff may elect to encourage movement of the abusive patient to a private area away from other patients.
3. Clinics located on the MLK Outpatient Center campus will call the Sheriff's Department to intervene if an abusive patient situation continues to escalate, or cannot be resolved through the measures identified above. Sheriff's Department can be reached by dialing extension 424-338-2345. If appropriate, workforce members may call the operator at 310-668-4512 (x4512) to initiate a CODE GREY if the individual is threatening (refer to policy MA 244) or CODE SILVER if the individual bears a weapon (refer to policy MA 249). If available, a panic alarm may also be used to elicit Sheriff's Department response.
4. Clinic staff will document the events that led to the notification of the Sheriff's Department in the medical record and submit report in the Event Reporting System.

**NOTED AND APPROVED:**

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Cynthia M. Oliver, Chief Executive Officer

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Date

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Ellen Rothman, MD, Chief Medical Officer

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Date

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Lessie Barber, R.N., Nursing Director

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Date

Signature(s) on File.

REVIEWED:						
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Approved