

# Holdfast Recovery SOP Addressing Clients Leaving Against Medical Advice (AMA)

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# Purpose

- To outline the procedure for managing situations where clients express an intent to leave Holdfast Recovery Against Medical Advice (AMA), ensuring safety, proper documentation, and compliance with ethical and legal standards.

# Scope



- This SOP applies to all staff members at Holdfast Recovery, including clinical, administrative, and support personnel, who may encounter a situation where a client intends to leave AMA.

# Definitions

AMA: Leaving the treatment facility against the professional recommendation of the clinical team before completing the agreed-upon treatment plan.

Blocking: Taking appropriate measures to ensure clients do not leave AMA without informed acknowledgment of risks, where possible.



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# Procedure Overview

## Steps include:

1. Initial Client Expression of Intent
2. Engaging the Client
3. Documentation
4. Safety Measures
5. Post-Departure Protocol
6. Staff Debriefing

# 1. Initial Client Expression of Intent

01

1.1 Identify Concerns:  
Empathize and understand client concerns.

02

1.2 Notify Supervisor: Inform key personnel immediately.

03

1.3 Initiate De-escalation: Employ techniques to address emotional states.

## 2. Engaging the Client



2.1 Clinical Team Intervention: Discuss concerns and risks with the client.



2.2 Provide Education: Explain risks of discontinuing treatment prematurely.



2.3 Discuss Consequences: Outline treatment impacts and implications.

## 3. Documentation

3.1 Consent and Acknowledgment: Use AMA forms for client acknowledgment.

3.2 Detailed Record: Document interactions, reasons, and interventions.



# 4. Safety Measures

01

4.1 Assess Risk:  
Evaluate the  
client's risk for  
harm.

02

4.2 Emergency  
Protocol: Engage  
emergency  
services if  
necessary.

03

4.3 Transport  
Arrangements:  
Offer safe  
transportation.

# 5. Post-Departure Protocol

5.1 Follow-Up:  
Contact client within  
24-48 hours to  
confirm safety.

5.2 Reengagement  
Plan: Coordinate  
smooth re-admission  
if desired.

## 6. Staff Debriefing and Review

**6.1 Team Meeting:**  
Review the incident to identify lessons learned.

**6.2 Policy Update:**  
Update SOP based on feedback and best practices.

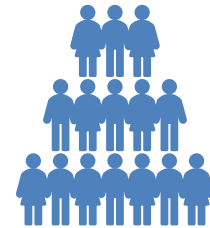
# Responsibility and References

## Responsibility:

- All staff members must know this SOP.
- Supervisors ensure staff training on AMA strategies.

## References:

- Holdfast Recovery's Client Rights and Responsibilities Policy.
- State and Federal Regulations.



# Staff Acknowledgment

I acknowledge that I have read, understood, and agree to comply with the SOP: Addressing Clients Leaving AMA.

Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_