POLICY STATEMENT:

It is the policy of Texas Tech University Health Sciences Center to provide guidance in responding to violent or threatening behavior.

SCOPE:

This policy applies to all TTUHSC Ambulatory clinic operations conducted through its Schools.

PROCEDURE:

1. Recognition and responsibilities: All TTUHSC Ambulatory Clinics will promote an environment free of violent or threatening behavior. Clinic personnel are expected to maintain that environment by using good judgment when attempting to solve any potentially violent situation. Service can be denied by the provider if the situation warrants.

2. Responding to violent or threatening behavior:
   a. Remain calm.
   b. Speak in a calming voice.
   c. Contact a clinic supervisor.
   d. If necessary, notify your campus TTUHSC Police Department (for Lubbock, dial 9-911 to reach the campus police). At all other campuses contact the campus police by dialing their appropriate campus telephone number. However, if an imminent threat of injury and/or property damage exists dial 911 for a municipal/county law enforcement response.
   e. Reschedule appointment if necessary.

3. Administrative follow-up:
   a. Appropriately document incident and actions taken (medical chart, police dept., etc.).
   b. Complete form 8.02.A, Occurrence Report, and forward to Director of Performance Improvement/Risk Manager or Clinic/campus designee.
   c. If patient is from an agency contracted with TTUHSC for healthcare, notify the agency representative of the situation.
4. **Reporting:** Communication with a patient and all records of identity, assessment, diagnosis, and treatment of the patient are confidential. However, TTUHSC may disclose confidential information to medical or law enforcement personnel if there is a probability of imminent physical injury by the patient, to the patient, or others, or if there is a probability of immediate mental or emotional injury to the patient.

**CERTIFICATION:**

This policy was approved by the Council of Deans on June 2, 2011.