

## **Client Provider-Switching Policy**

### **Purpose**

To ensure continuity and consistency of care, this policy outlines the process and criteria under which clients may request to change their assigned clinician. This helps protect the therapeutic relationship, supports clinical progress, and reduces disruptions to care.

### **Policy Statement**

Clients are expected to maintain continuity with their assigned clinician. Requests to change clinicians will only be considered when a reasonable and clinically justifiable reason is presented. Requests that appear to be based on preference alone, without significant rationale, may be denied in the interest of preserving therapeutic integrity and treatment planning.

### **Examples of Acceptable Reasons for Clinician Change:**

- A conflict of interest or dual relationship (e.g., client knows the clinician personally)
- A significant and documented therapeutic impasse
- Cultural or language mismatch that interferes with care
- Clinical recommendation from the clinician or clinical leadership
- Change in clinician's schedule or availability

### **Examples of Unacceptable Reasons:**

- Discomfort with therapeutic work or boundaries without clinical basis
- Preference for a different gender, race, or background without clinical rationale
- Attempting to avoid treatment issues or accountability
- Desire to "start over" without discussing concerns with current clinician

### **Procedure:**

#### **1. Initial Discussion:**

Clients are encouraged to first discuss any concerns with their current clinician. Open

communication is often the most effective means to resolve issues.

2. Written Request:

If concerns remain, the client must submit a written request to the Clinic Coordinator or assigned supervisor stating the reason for the requested change.

3. Clinical Review:

The request will be reviewed by Clinical Leadership. Input from the current clinician will be included.

4. Decision:

A decision will be made within 5–10 business days. If approved, a transition plan will be established to ensure continuity of care. If denied, the client will be informed with a clear rationale.

5. Appeals:

Clients who disagree with the decision may appeal in writing to the Clinic Director or designee. A final decision will be rendered within 5 business days of the appeal.

Exceptions:

In emergency or crisis situations, clinician reassignments may occur at the discretion of clinical leadership without full adherence to the steps above.