

The purpose of these guidelines is to ensure that continuity of care when terminating a patient from a physician's practice is continued with minimal interruption. Additionally, they serve to provide a physician with notice of what shall be included in a termination letter provided to a patient.

Once a determination has been made to terminate a patient from a physician's practice, a letter regarding their termination should be sent regarding the decision within three (3) business days.

The termination letter provided to a patient shall:

- Be written on office letterhead with the date the letter was drafted;
- Be mailed first class with return receipt or regular mail with a copy of the letter placed in the patient's records;
- Not be sent electronically (email or patient portal);
- State a thirty (30) day notice of termination of care with date;
- Explain the reason for termination (non-compliant, aggressive behavior, missed appointments, etc.);
- State that after {date} any prescription including controlled prescription(s) will not be filled;
- Inform the patient that any opioid, controlled prescriptions, or life threatening medication will not be decreased in dose or quantity during the 30-day period;
- State that the physician will only offer emergency care during the 30 days or {date};
- List referral(s) with physician's name and contact information; and
- Include a medical release or state that after new care is established to contact the practice for transfer of records.