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| Policy Number: | OSBOE-P007 |
| Adopted by Board: | September 18, 2025 |
| To be Reviewed: | 2028 |

Purpose:

The purpose of this policy is to ensure that continuity of care when terminating a patient from a physician's practice is continued with minimal interruption. Additionally, this policy outlines the specific terms to be included in a termination letter provided to a patient from the physician.

Procedure:

Once a determination has been made to terminate a patient from a physicians practice, a letter regarding their termination should be sent regarding the decision.

The termination letter provided to a patient shall:

1. Be written on office letterhead with the date the letter was drafted;
2. Be mailed first class with return receipt or regular mail with a copy of the letter placed in the patient's records;
3. Not be sent electronically (email or patient portal);
4. State a thirty (30) day notice of termination of care with date;
5. Explain the reason for termination (non-compliant, aggressive behavior, missed appointments, etc.);
6. State that after {date} any prescription including controlled prescription(s) will not be filled;
7. 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;
8. State that the physician will only offer emergency care during the 30 days or {date};
9. List referral(s) with physician's name and contact information; and
10. Include a medical release or state that after new care is established to contact the practice for transfer of records.