

Department/Category: Corporate / Administration	Page: 1 of 5	Policy#
Title: Termination of Physician Patient and/or Practice Patient Relationship	Effective Date: 09/21/2021	Next Review Date: _ / _ / _

Scope: Applied to entities indicated below

<input checked="" type="checkbox"/>	OrthoIllinois	<input checked="" type="checkbox"/>	OrthoMidwest Surgery Center - Beloit
<input checked="" type="checkbox"/>	OrthoIllinois Surgery Center - Rockford	<input type="checkbox"/>	Beloit Care Suites
<input checked="" type="checkbox"/>	OrthoIllinois Surgery Center - Elgin	<input type="checkbox"/>	

I. **PURPOSE:**

The purpose of this policy is to ensure that termination of the physician patient and/or practice patient relationship is accomplished in a manner minimizing risk to the patient and the physicians and/or practice. Termination of the patient physician and/or patient practice relationship shall comply with federal and state laws and the provisions of this policy.

II. **SCOPE/PERSONS/AREAS AFFECTED:**

This policy applies to the physicians and employees of the practice.

III. **POLICY STATEMENT:**

It is the goal of OrthoIllinois to maintain a trusting and collaborative relationship with patients. When the physician patient and/or practice patient relationship is no longer proceeding effectively, the physician and/or practice may choose to terminate the physician and/or practice relationship with a patient.

A. **Permitted Reasons for termination of the physician patient and/or practice patient relationship:**

- i. When medical care is no longer needed.
- ii. When the patient's care is transferred to another physician and/or practice.
- iii. When the patient withdraws from care and/or terminates the relationship.

- iv. For patient non-compliance with recommended testing, therapies and/or treatments deemed medically necessary for the patient.
- v. For failure to keep three or more appointments.
- vi. For failure to meet financial obligations or cooperate with the payment process.
- vii. For threatening, violent, abusive, harassing, rude, threatening and/or offensive behavior to any provider, staff member, employee of practice, other patients or visitors.
- viii. For patient attempts to improperly procure controlled substances, falsifying prescriptions and/or abuse of controlled substances.

B. Not Permitted Reasons for Termination:

- i. Class, race, color, religion, national origin, sexual orientation, gender identity, HIV status.
- ii. The patient has questions about the treatment plan or medication and/or requests consideration of an alternative treatment plan or medication.
- iii. The patient requests and/or obtains a second opinion.
- iv. The patient expresses verbal frustration with the physician and/or practice staff about processes and/or the ongoing care plan.
- v. The patient asks excessive questions.

C. Acute and/or Emergency Phase of Care:

- i. **In an acute phase of care the patient will be provided by care by the attending provider or another member of the practice.**
- ii. **On-call providers shall provide care to unassigned dismissed patients who present to emergency departments.**
- iii. **On-call providers who provide care to previously dismissed patients presenting to the emergency department shall provide care for the acute phase of care in the emergency department, hospital and outpatient setting. The previously dismissed patient shall remain dismissed thereafter for other unrelated conditions.**

IV. PROCEDURE:**A. Patient Termination of Relationship**

When the patient terminates the physician patient and/or practice patient relationship, the physician or practice administrator shall document in the chart that the patient withdrew from care and/or terminated the relationship. The physician or practice administrator shall place a global alert in the chart that the patient withdrew from and/or terminated the relationship. The patient medical record will be made available to the patient and/or other provider upon request with the appropriate authorizations.

B. When the Physician and/or Practice Terminates the Relationship

It is encouraged that prior to terminating the physician patient and/or practice patient relationship an attempt is made to discuss concerns with the patient. It is understood however that such a discussion may not serve to avoid the physician and/or practice terminating the relationship with the patient. It is also understood that such discussion is not practical or possible in all circumstances. When the determination is made that the physician and/or practice is terminating the relationship with the patient, the following procedures shall apply:

- i. If the practice terminates the relationship with the patient, the patient will be terminated from all physician and practice care.
- ii. If a physician terminates the relationship with the patient, and the patient is also under the care of other practice physicians, a determination will be made by the other physicians and the practice whether the patient can and will also be discharged from the other physicians' care and/or the practice.
- iii. A treating physician will review the patient chart to confirm that the patient is not in an acute phase of care.
- iv. The Director of Revenue Cycle will review insurance company requirements to ensure compliance in termination of the physician and/or practice relationship with the patient.
- v. The reason for termination will be documented in the chart by the physician and/or practice administrator.
- vi. Formal correspondence shall be sent to the patient by certified and regular mail

regarding termination, with reasonable notice, **not less than 30 days**, with a recommendation to seek alternative care, and an acknowledgement that the patient records will be transferred to a new provider and/or given to the patient with the appropriate authorizations.

- A terminating physician and/or the practice administrator shall review the medical record to determine if the patient letter requires supplemental information.
 - The letter will be signed by the terminating physician, if a physician has elected to terminate, or by the Medical Director or his/her designee, for other practice elected termination reasons.
 - A copy of the letter and certification shall be placed in the chart.
- vii. If a patient requests assistance with obtaining alternate care, although not required, the physician and/or practice administrator may assist the patient in securing alternate care and communicate with the alternative provider.
- viii. A global alert shall be placed in the chart by the physician and/or practice administrator of the termination of the physician patient and/or practice patient relationship.
- ix. A physician and/or other staff member should contact risk management and/or the Medical Director if further direction is needed. Risk management and/or the Medical Director will contact Executive Committee if additional direction is needed.

V. POLICY/PROCEDURE/PLAN UPDATE SCHEDULE:

This policy is reviewed or updated every 2 years or more often as appropriate.

VI. APPENDICES:

VII. APPROVAL:

Responsible Party(ies):	Director of Risk Management
	Director of Revenue Cycle
	Director of Clinic Operations
	Director of Patient Experience
	Chief Executive Officer
Reviewer(s):	Director of Risk Management
	Director of Revenue Cycle
	Director of Clinic Operations

Chief Executive Officer

Director of Patient Experience

Committee(s): Strategic Leadership

Approving Party(ies): Executive Leadership

VIII. HISTORY:

Written: 09/01/2021

Revised: 11/14/2023

Reviewed: /_/20__

Approved: /_/20__

APPENDICES:

A. Appendix A – Employee Scripts for Appointment Cancellations and Missed Appointments/No Show

a. Cancel Appointments Script

We are reaching out to reschedule your canceled appointment with Dr. Liang. We want to determine whether there are any barriers or challenges you have to making your appointment.

If you do need to cancel your appointment, we ask that you give us at least 24 hours' notice. This gives us the opportunity to offer the appointment to another patient.

b. Missed Appointments/No Show Script

We are reaching out to reschedule your most recent appointment with Dr. Liang. We wanted to determine whether there are any barriers or challenges you have to making your appointment.

You missed the last two scheduled appointments with Dr. Liang. We require 24 hours notice of a cancellation. This gives us the opportunity to offer the appointment to another patient.

We do want to share with you that Dr. Liang' has limited availability due to high demand.

**If a patient misses three appointments, the physician and/or practice may terminate the relationship with the patient pursuant to the Termination of Physician Patient and/or Practice Patient Relationship.*