

## **Risk Tip: Termination of Care-Non-Compliance**

Ensuring proper warning and termination procedures related to non-compliance may be necessary. The following is intended to help providers, managers, and staff be familiar with the procedures for addressing patient dismissal from the practice. Should the patient request an appeal to the termination, the request should be reviewed and considered by the office manager/physician.

Noncompliance is the failure or refusal to conform to or follow rules, regulations, or the advice provided. A patient may be considered noncompliant, for example, if he/she does not adhere to the "Practice Rules" or does not follow his/her prescribed plan of care.

Should a patient be considered noncompliant, the staff and/or provider should follow guidelines for issuing letters of warning and termination. Letters to the patient regarding noncompliance must be delivered directly to the patient or via certified mail with return receipt requested. Communications are not to be delivered through family members or other parties.

Reasons for which termination may be initiated may include:

- A patient's repeated failure to comply with the practice rules including personal conduct.
- A patient's repeated failure to make or keep scheduled appointments.
- A patient's failure to provide accurate, complete, and current information on health status to the physician or clinical staff.
- A patient's repeated failure to comply with their plan of care.
  - Violations may include failure to take medications as prescribed, prescription drug abuse, failure to follow personal health practices (such as diet), and other aspects of the treatment which have been explained to the patient and which are reasonable within the patient's ability to comply.

A completed termination letter will need to include:

- Signature from the provider
- Release of Information form
- Comment regarding contacting their local medical society or local hospital physician referral service to whom the patient may choose to transfer their care.

Next steps:

- Place a copy of the termination letter in the patient's record.
- Patient will be given 30 days to find another provider. Emergent/urgent care during this the 30-day window will be provided.
- After 30 days from the date of the termination letter, patient will no longer be able to receive care.

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