

ANOINTED HEALTH PARTNERS
APPLICATION FOR SERVICE SLIDING FEE/DISCOUNT

APPENDIX III: Patient Dismissal from Practice

When and for what reason(s) to dismiss a patient; careful documentation of patient non-compliance, disruptive behavior, refusal of payment, or evidence of poor rapport will serve as the basis for the explanation and defense of the rationale for a termination of the provider-patient relationship. Notify the patient in writing, preferably by certified mail; provide the patient with a specific reason for the termination; include specific, objective, brief, and in non-inflammatory language of the termination (best practice is to notify patient face-to-face; document the conversation; then follow-up with a letter). If not possible or it's impractical to discuss the termination with the patient in person, the certified letter will serve as the primary notification.

- If the patient refuses to accept the certified letter, the physician should place the letter in the patient's chart and the practice should send a follow-up letter by regular mail
- Efforts to notify the patient should be documented in the patient's chart
- Language and must advise the patient of any needed follow-up care required
- State clearly the date termination becomes effective
- The treating physician will agree to continue services for urgent emergent issues for at least 30 days
- Provide information for identifying local physicians of the same specialty via the [Illinois Health Connect](#) at (877) 912-1999
- Offer to transfer records once a new provider is assigned
- Provide a summary statement of the balance owed; including if the balance will go to a collection agency if left unpaid