

FAIRVIEW PEDIATRICS, LLC

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Policy and Procedure: Patient Dismissals

Policy: Fairview Pediatrics believes the provider/patient relationship to be a professional one, based upon mutual trust and understanding. If a breakdown in this relationship occurs, we reserve the right to refuse treatment.

Reasons for dismissal include, but are not limited to:

- Dishonesty
- Aggressive, inappropriate, or aggressive behavior (actual or implied)
- Persistent non-compliance with treatment plans
- Refusing to see and/or be treated by members of our staff
- Illegal activity by a patient or their caregivers
- Patients or caregivers felt to be dangerous to self or others
- Requests for services beyond our scope of care
- Failure of payment
- Multiple missed/cancelled appointments
- Transfer to another primary care provider

Scope: This policy applies to all established patients of Fairview Pediatrics.

Procedure: In the event that a patient is dismissed, the following procedure will be followed.

1. A member of management will attempt to notify the parent or legal guardian in writing via mail of our decision to terminate the provider/patient relationship. The termination letter will be addressed to the address on file in the patient's medical record. The termination letter will clearly state:
 - a. The date the termination becomes effective
 - b. The reason(s) for the termination
 - c. The time period during which we will continue to provide urgent care services to the patient
 - d. A summary of this practice's record release policy
2. The patient's health insurance provider will be notified by management of the patient's dismissal from this practice, and all necessary paperwork will be forwarded to the appropriate contact.
3. We will continue to see the patient for urgent care services only for 30 days from the date of the termination letter.
4. This practice's record release policy applies to any release of records, including in the case of a termination of the provider/patient relationship.
5. Once the 30 day period from the date of the termination letter has passed, management will inactivate the patient's chart and enter an alert stating the reason why the chart is inactivated.
6. Any further contact by a parent or guardian of a dismissed patient to this office will be referred to management.

Policy Implementation Date: August 15, 2014