

Gastroenterology Consultants of South Jersey Patient Dismissal Policy

Grounds for Dismissal of a patient from the Practice Include but are not limited to:

1. A Patient who is felt to be dangerous or abusive.
2. A Patient who fraudulently uses controlled substances.
3. Any Patient who files a lawsuit against you.
4. Any Patient who **consistently** refuses to follow recommended medical advice.
5. Any Patient who frequently misses appointments or scheduled procedures without notice.
6. Any Patient who repeatedly fails to pay bills despite their ability to pay or even after your efforts to provide the patient with reasonable payment plan options continues to fail to make any significant attempt to pay any outstanding financial obligations to the Practice.

The Practice Manager shall be the person to handle all communication and requests to the practice by the patient who is in the midst of the dismissal process. All other employees who shall be notified of the process shall be directed to refer the patient being dismissed to discuss any issue with the designated transition employee.

Note: If a specific employee of the office is the focus of the issue with the patient, that employee shall have no directed or voluntary contact with the patient during the dismissal process.

Method of delivering notice to the patient.

1. The letter shall be mailed by certified and regular mail to ensure acceptance and/or delivery. If
2. The practice will have deemed the above notification to be sufficient to make the patient aware of the dismissal from the practice after completion of the above steps.
3. The 30 day period before termination of the patient's relationship from the practice shall be timed from the acknowledge receipt of the certified letter or 2 days after the mailing of the final first class letter. (Note: If the patient is made aware of the dismissal from the practice in person and this is noted in the electronic medical record, this shall serve as the date of the first day of the 30 day period.)

The Termination letter will be filed in the electronic medical record or if typed outside of the medical record will be scanned into the patient's file.

The patient will continue to be provided with emergency care during the final 30 days as needed as well as refill any prescriptions the patient had received from the practice in the past during this time.

All Physicians involved in patient care shall be notified of the name of the patient being dismissed and will provide care on an emergency basis if the normal physician involved in their care is not available when the patient calls during this transition period.

The Doctor initiating the termination of care with the patient is encouraged to do this in person and if possible with a witness present and to document this communication in the medical record. If this communication occurs in the office, you will still send certified letters as detailed above but may date the termination date 30 days from the time of the personal notification of the patient in the office.

The Complete Medical Record shall be sent to the Physician/Caregiver the patient asks to assume their care upon written receipt of the medical release form. (The medical record request form shall be included with the termination letter.) There will be no charge to the patient for the transfer of the complete medical record even if the patient has an outstanding financial obligation to the practice.

The letter sent to the patient telling of their dismissal shall include the following:

1. The reason for the dismissal of the patient from the practice. (If one doctor in the group severs the relationship with the patient, the practice will treat this as all of the physicians are severing the relationship with the patient.)
2. The timing and manner in which the patient was informed of the need to end the relationship with the practice if done prior to sending the dismissal letter.
3. The recommendation that the patient promptly find another physician to take care of the following issues such as ulcerative colitis and reflux, etc. The letter should include a statement urging the patient to find another physician to care for them within the 30 days to avoid any gaps in their care that could potentially affect their health in a negative fashion.
4. The physician will remain available to treat the health issues they were involved with before the letter for a period of 30 days on an emergency basis from the known time the patient was notified or the expected date of the receipt of the final first class letter. A tentative expected date of termination will be included in the body of the dismissal letter.
5. The letter will state that the office upon receipt of the signed medical record release form sent with the dismissal letter that the office will forward to the patient's new caregiver the medical record from this practice at no charge to the patient.
6. If they so desire we will be glad to discuss the case and care with the new caregiver assuming future care.
7. In the body of the letter we will recommend contacting either of the two options below as possible ways of finding a new caregiver for the patient, though in the Greater Philadelphia area there are many resources available for health care treatment.

a.) Burlington County Medical Society

Suite 206 BLASON II in the Blason Plaza

505 South Lenola Road

Moorestown, NJ 08057-1549

Phone: (856) 231-1515

FAX (856) 231-1516

Email: BCMS1829@aol.com

Web site: <http://www.bcmedicalsociety.com/>

b.) Virtua Health System

To find a doctor that fits your needs, you can phone us Monday through Friday from 8 AM to 5 PM at 1-888-Virtua-3 (1-888-847-8823). We can even help you make an appointment.

The Virtua web site at

<https://physicianlocator.virtua.org/navigationweb/locator.aspx>

Allows you to enter criteria to help you find a doctor in the specialty for your needs.

8. The dismissal letter should emphasize the purpose of the discharge is to get the best care for the patient going forward as the current situation with our office is not providing the best situation for the patient currently. (List the issues that have hampered care of this patient and caused this letter to be written.)