

# Provider-Patient Relationship Termination Checklist:

Confirm there is an established provider-patient relationship.

Make the determination that the provider-patient relationship needs to be terminated. (See the [\*MGMA Operating Policies and Procedures Manual for Medical Practices, 5th edition\*](#) for more information)

Verify if there are any additional laws or requirements specific to your state beyond this checklist that impact the process of terminating the provider-patient relationship.

A letter to the patient (or authorized decision-maker) with a brief explanation of why you are terminating the relationship should be assembled.

Provide adequate notice that you are terminating the relationship; 30 days is generally considered to be acceptable.

Send the letter in writing via certified mail with return receipt requested.

Document the reasons for termination and the notification in the patient's medical record.

Offer to transfer the patient's medical records upon a signed authorization.

Assist the patient with finding another provider, if possible.

Continue providing care during the 30-day period, as needed.

Verify if you have any additional contractual requirements with any commercial insurance payers.

If the patient has a disability, consider if they are protected under the American with Disabilities Act (ADA) for having services denied in a place of public accommodation.

Notify your malpractice insurance and/or legal counsel as warranted by the circumstances.