Section UTMB Clinics Administration **Policy** A14 Patient Dismissal	**Page** 1 of 3 **Effective Date**: 5/1/1996 **Last Review Date:** 7/15/2010 **Revision Date:** 7/15/2010 **Author:** UTMB Clinics Administration

Patient Dismissal Process

Policy

Procedures

Steps to discharge a patient from the practice using the US Mail.

After conferring, the medical director and LIP (Licensed Independent Practitioner) determines that a patient is to be discharged from his or her practice, the recommended template in EPIC is to be used to notify the patient of the dismissal.

Both the discharging physician and the medical director must sign the letter. The letter will be scanned to the Nurse Executive for Ambulatory Services, who will review and forward the document for final approval. Final approval will be made by the Chair of the Department or Vice President or, Chief Physician Executive.

Once final approval is received, the practice manager will be instructed to:

1. Proceed with the patient notification by sending the letter and "Authorization for Release of Protected Health Information" form via certified mail (return receipt requested).

2. The Practice Manager will document in the PIDX comment section of the INVISION system--"Dismissal of the Patient is in Progress".

3. The Practice Manager will send a copy of the letter to:
   a. Patient Services
   b. Risk Management
   c. Legal
   d. My Chart Manager

4. Notification that the patient has received the letter initiates the 30 day period required for the patient to find a new provider. During that period the LIP is required to manage the patient's health needs as appropriate. The expiration date of the 30 days in the date that is to be entered in the PIDX comments of the INVISION system.

5. The Practice Manager will open the Action section of EPIC under the FYI flag and document: all of the dates and the reception of the postal receipt as documentation of the patient's receipt of the letter.

Steps to discharge a patient from a practice when the US Mail fails

1. Hand the letter to the patient with a witness in attendance.
2. Follow steps 2-5 above to document events. Be sure to include the name of the witness in the EPIC flag.