POLICY | PURPOSE STATEMENT:
It is the policy of the TTUHSC SON Larry Combest Community Health and Wellness Center clinics to serve as a patient centered medical home to our patients. The purpose of this policy to provide a process for terminating the patient relationship.

SCOPE:
This policy applies to all TTUHSC SON Larry Combest Community Health and Wellness Center patients, providers and staff.

PROCEDURE:
1. The Nurse Practitioner will discuss the reasons for need to terminate the patient relationship with their supervising Medical Director. Documentation regarding the need for, and the Medical Directors agreement with terminating the relationship will be entered into the electronic medical record.
2. The Nurse Practitioner will notify the Program Director or Nurse Manager of the plan to terminate the patient relationship, who will initiate the process to terminate the patient relationship as follows:
   A. Documentation of the reason for termination of the patient relationship by the Nurse Practitioner and the agreement of the Medical Director will be reviewed in the electronic medical record. This documentation is a required component. This information is not needed in the patient letter.
   B. A letter of termination will be completed that includes at least 30 days notice to provide the patient the opportunity to find another medical provider. This 30 days may be waived in extreme circumstances involving threats of violence, see Attachment A: Patient Termination Letter (English) or Attachment B: Patient Termination Letter (Spanish).
   C. The Nurse Manager or Program Director will work with the Nurse Practitioner to supply the patient with at least a 30 days’ supply of all chronic disease or crucial medications. This may not include pain or “as needed” medications that are deem as not crucial.
Policy and Procedure

D. The Executive Director will be made aware of the termination by the Program Director or Nurse Manager, prior to sending the notice to the patient.

E. The letter will be sent by certified mail with return receipt requested and regular mail. The receipt will be scanned into the electronic medical record when received.

F. If the letter is returned undelivered, then a RN will verify the address in the electronic medical record and note in the record if the letter is resent to a new address.

G. TTUHSC Patient Services will be notified and the required documentation completed on-line, at the website link below, by selecting Patient Service Intranet then log in using a personal eRaider account.  
   https://hscweb.ttuhs.edu/medicine/patient-services/default.aspx

H. TTUHSC Patient Services will facilitate activation of a notice in the clinic scheduling program to alert staff that this patient relationship has been terminated, once the required 30 days’ notice has been completed.

3. TTUHSC Legal counsel should always be consulted prior to termination of a pregnant patient.

4. If the termination of the relationship is initiated first by the patient, then a confirmation letter should be sent to document the patient’s decision to end the relationship or transfer care, see Attachment C: Confirmation of Patient Decision to Terminate Patient Relationship (English) or Attachment D: Confirmation of Patient Decision to Terminate Patient Relationship (Spanish). The staff member receiving the notice will notify the Nurse Manager or Program Director, who will evaluate the reason for the termination of the patient relationship with the Nurse Practitioner.

RESPONSIBILITIES | REVIEW | REVISIONS:
It is the responsibility of the Policy & Procedures Committee to review and initiate necessary revisions based on collaboration and input by Policy and Procedure committee and through Administrative management of this policy, including the review and revisions will be the responsibility of the Clinical Services Director.

RIGHT TO CHANGE POLICY:
TTUHSC SON Combest reserves the right to interpret, change, modify, amend or rescind this policy in whole or in part at any time to reflect changes in policy and/or law.

Attachment A: Patient Termination Letter (English)
Attachment B: Patient Termination Letter (Spanish)
Attachment C: Confirmation of Patient Decision to Terminate Patient Relationship (English)
Attachment D: Confirmation of Patient Decision to Terminate Patient Relationship (Spanish)