

Patient Termination Workflow

1

Patient Onboarding Documents and Attestations

- Provide a copy of the clinic practice rules and expectations
- Provide patient with a copy of the "No-Show" Patient Attestation Form
- Document patient's receipt of both items
- Encourage patients to agree to text, phone and email reminders
- Encourage patients to sign up for patient portal access

2

Documentation of Patient Non-Compliance

- Document no-shows, missed appointments and unscheduled arrivals
- Document all reminders and rescheduled appointments
- Document any and all disruptive, aggressive or rude behaviors
- Document non-compliance with plan of care or pain management agreement

3

Patient Warning Notices for No Shows, Rude Behavior and Non-Compliance with Treatment Recommendations

- Select the appropriate Patient Template Warning Letter in Athena
 - No Shows/Missed Appointment Warning Letter
 - Rude and Disruptive Behavior Warning Letter
 - Non-Compliance with treatment or care recommendations
- Must include patient name, address and certification number
- Print Patient Warning Letter with physician/APPs signature
- Mail the Patient Warning Letter with Certified/Returned Receipt and Regular Mail.
- A copy of the Warning Letter should be saved in Athena
- File a copy of the signed certified/return receipt card in Athena



4

Requesting Patient Termination Notice

- Place a case note in Athena requesting a patient termination notice and reason for the termination
- Send an email to compliance@hendrickhealth.org to notify Compliance that a case/request been entered into Athena
- Notify Compliance immediately for urgent patient termination concerns
- You may also enter a request for Patient Termination by completing an RL request and selecting Patient Termination Request

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Patient Termination Review by Compliance

- Compliance will enter the request into the RL System
- Compliance will review the medical record for supporting documentation
- If additional information is required, Compliance will contact the clinic or provider
- If supporting documentation is documented in the medical record, the Compliance Team will Draft the Termination/Dismissal Letter
- Termination letter will be sent to the provider via DocuSign for signature
- Termination letter will be sent via Certified Mail and Regular Mail to the patient
- Compliance will upload the termination letter and certified documents into Athena
- Compliance will handle any follow-up correspondence from the patient as needed post-termination (i.e. follow-up labs or testing)
- Compliance will obtain legal advice as needed, for unique situations or egregious actions or threats

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Reporting Patient Termination Statistics

- Compliance will aggregate data for patient termination by clinic, reason, provider and request type

Still have questions?

Please contact the Hendrick Compliance and Integrity Department
325-670-3028 or compliance@hendrickhealth.org.