

HARMONY HEALTH OF WNY

Terminating the Physician-Patient Relationship & No-Show Policy

Policy Statement:

It is the policy of HARMONY HEALTH OF WNY (“HHWNY”), its practices and physicians/providers to maintain a therapeutic and trusting relationship with all patients. When such a relationship has not been formed or the relationship with a patient is no longer proceeding in an effective manner, the attending provider may terminate his/her relationship with the patient which would include ALL members of the patient’s family and it would also include being seen by any other provider in this practice. Any such termination shall be carried out within the bounds of applicable state and federal laws, rules, regulations and professional guidelines such as the American Medical Association guidelines, and this policy.

Termination of the relationship may occur with the goal of assuring appropriate continuity of care for the patient. When a patient cancels appointments, procedures or other scheduled care on a repetitive basis without cause or enough notice, quality and continuity of care are adversely impacted, office schedules are disrupted, and it impedes other patient(s) appointments.

In order to decrease the incidence of such cases, a “No-Show fee of \$75.00 (or \$100.00 for complete physical exams)” may be assessed and/or when indicated, which can result in the physician/patient relationship to be terminated.

You may be asked to reschedule your appointment if you arrive more than 15 minutes late. This is respectful and appropriate for other patients in the schedule who arrive on time.

Causes for Termination

The physician or his/her designee identifies a patient with whom the physician-patient relationship has been affected negatively or is no longer therapeutic. The types of circumstances that can result in termination include, but are not limited to, the following:

- Repeated noncompliance with therapies or treatments essential to the patient’s safety as deemed medically necessary by the physician or other attending healthcare provider (“Provider”).
- Failure to meet financial obligations to Harmony Health of WNY regarding care provided or to cooperate with payment processes consistent with Harmony Health of WNY payment policies.
- Consistent or repeated failure to keep appointments without good cause and/or without notice of intent to cancel appointments.
- Threatening, violent, abusive or patterns or repetitive rude or offensive behavior directed at a Provider, other Harmony Health of WNY staff, or other patients or visitors.
- Attempts by the patient to use the relationship to illegally or improperly obtain controlled substances for non-therapeutic purposes, abuse of controlled substances or otherwise refusing to obtain treatment for controlled substance abuse or addiction, seeking multiple prescriptions from different physicians or diverting controlled substances.
- The patient elects to terminate or expresses a desire to terminate the relationship. It is HARMONY HEALTH OF WNY’s desire to do our best to have the best applicable care for all our patient’s healthcare needs so we can keep the provider/patient relationship trustworthy and respectful.

Signature: _____ Date: _____

Printed Name: _____