

Statement of policy

To provide the best quality medical care and a pleasant patient experience, all patients are expected to carry out their responsibilities under the Mid-City OBGYN, PC Patients' Rights and Responsibilities Policy. MID-CITY OBGYN, PC reserves the right to terminate any patient who fails to meet these responsibilities.

Purpose of policy

Mid-City OBGYN, PC regards the termination of a patient as a last resort to be used only after attempts to resolve problems prove unsuccessful. The purpose of this Policy is to explain the grounds and procedures for termination. Our hope and expectation is that by making patients aware of the termination process, Mid-City OBGYN, PC will never have to actually resort to it.

Grounds for termination

Termination for misconduct: Mid-City OBGYN, PC may terminate patients for behavior that it believes permanently and irreversibly damages the physician-patient relationship and the respect and on which it rests, including a patient's:

- Persistent refusal to follow prescribed treatment protocols and procedures;
- Tampering, altering, improper or illegal use of prescriptions or medications;
- Lying or furnishing false information;
- Acting in violent, harassing or abusive way to MID-CITY OBGYN, PC, physicians, staff, patients, or visitors;
- Theft of any Mid-City OBGYN, PC property;
- Persistent failure to pay bills and honor financial obligations under the Mid-City OBGYN, PC Financial Policy;
- Persistent failure to keep appointments;
- Engaging in any other misbehavior that Mid-City OBGYN, PC, in its sole discretion, considers permanently damaging to the physician-patient relationship.
- Termination for medical reasons: Mid-City OBGYN, PC may also terminate patients for medical reasons to the extent it determines that continuing to treat the patient is no longer necessary or beneficial to the patient's health and termination of treatment is in the patient's best interest.

Termination procedure

Immediate termination: Mid-City OBGYN, PC reserves the right to immediately terminate patients who commit offenses that it deems intolerable. For example, patients can be terminated for engaging in acts of physical violence even if it is a first offense.

Progressive discipline: For less serious offenses, Mid-City OBGYN, PC will seek to use a system of progressive discipline that gives patients an opportunity to correct their offenses and terminated only when such attempts to fix the problem prove ineffective. Where possible, MID-CITY OBGYN, PC will use the following progressive discipline procedure:

Termination letter: Mid-City OBGYN, PC will send any patient terminated in accordance with this Policy a letter listing:

- A statement of the reason(s) for termination;
- The date on which the termination takes effect; and
- A statement for the patient to sign authorizing Mid-City OBGYN, PC to send his/her medical record to the new physician.

Termination must not harm patient's health

Mid-City OBGYN, PC will not terminate any patient if it determines that terminating the treatment they receive from MID-CITY OBGYN, PC will endanger their health and that the patient can't receive treatment from a medical provider. Where possible, Mid-City OBGYN, PC will give terminated patients a grace period of up to 30 days to find a new physician and make appropriate treatment arrangements before the termination takes effect.