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# Letter to dismiss patient from dental practice

## Can a dentist dismiss a patient. How to dismiss a patient from your dental practice. How do you dismiss a patient from dental practice. Reasons to dismiss a dental patient. How to dismiss a dental patient sample letter. Sample letter to dismiss patient from dental practice.

A positive and professional relationship between a patient and their dentist is critical to the success of diagnosis and treatment. We have produced a Practice Advisory on Maintaining a Professional Patient-Dentist Relationship which offers guidance to dentists. Dentists have an obligation to develop, maintain and foster a successful relationship with their patient. This can be achieved with good communication skills, making efforts to understand the patient's point of view and providing accessibility accommodations. When best practices are followed, patients are more likely to collaborate with their dentist and follow instructions. Ideally, the patient and the dentist respect each the other; mutual respect and excellent communication will always provide the best results, including timely access to care and continuity of care. There is a power imbalance between a patient and dentist: the dentist has knowledge, experience and expertise that the patient does not. Dentists have a responsibility to provide their best advice, in a clear manner that is easily understood by the patient and enables patients to make decisions about their dental care that best meet their needs. From time to time, challenges may arise in the patient-dentist relationship. We expect dentists to make a concerted effort to solve problems and rebuild relationships. If those efforts fail, a formal and respectful process must be followed to end the relationship must be followed.

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To Whom It May Concern,

This morning I received a letter of dismissal from Byrd University. I am aware that my grades have been very low the last two semesters. This is my own fault and I take full responsibility. I write this appeal letter to explain the cause and to ask you to please consider reinstating me in the fall.

My poor grades were not due to low ability or too much partying like you might imagine. Instead my grades have been suffering because I have been trying to juggle too much between work and school. Last year my family informed me that they would no longer be able to help pay for my tuition. As a result I have been trying to take on a full course load while working full time and still participating in extracurricular activities. I now realize that I took on too much. In the future I plan to cut back my work hours and my course hours and to drop the extracurricular activities.

Nothing is more important to me than graduating and I plan to make my schoolwork a priority.  
Sincerely Yours,  
Emilee Poate

Dismissing a Patient If the dentist-patient relationship is no longer co-operative and trusting, or if it becomes antagonistic, it may be best for the parties to go their separate ways. If a dentist feels that dismissal is the best option, the patient should be notified formally, preferably in writing. Any discussion with the patient about dismissal should be handled personally by the dentist. Letters should be sent by the dentist or in the dentist's name. Sample Dismissal Letter: Dear [PATIENT NAME], It has become clear that our patient-dentist relationship has broken down. I am writing today to tell you that I am no longer able to be your dentist. We have had several discussions about your concerns about your existing amalgam (silver) restorations (fillings). You have asked me to remove them and replace them with composite (white) restorations. I have explained to you that your existing restorations do not need to be replaced at this time: there is no decay under the restorations and the restorations are in good condition. I have also explained to you that there are no health risks associated with amalgam restorations, that any symptoms you have reported are unrelated to your existing restorations, and that replacing these restorations would increase the risk of sensitivity and need for further treatment in the future. Despite these discussions, you continue to insist that I replace your amalgam restorations, and you have expressed doubts about my clinical knowledge. Our discussions have led me to believe that you have lost trust in me as your dentist. As a result I have concluded that it time for us to go our separate ways. I recommend that you continue to attend for dental hygiene (cleaning) appointments every six months, Dental conditions do change and issues that arise tend to worsen over time if they are not addressed. I would be happy to discuss your case with your new dentist and will provide copies of your records at your written request. If you need help finding a new dentist, you can seek recommendations from friends, family members or your physician. Until you find a new dentist, I will be available to you on an emergency basis. If you prefer, I will help you make emergency arrangements at another dental office. I appreciate the opportunity to have been your dentist. With all best wishes for the future, [DENTIST NAME] Sometimes it's best for a dentist and patient to part ways. In these cases, this is because there's some friction that can't be resolved or a difference in philosophies of care. The dentist has the right to dismiss a patient in situations where it is impossible to resolve differences or if the dentist cannot abide the patient's behavior within the practice, as long as the dismissal is not for a legally impermissible discriminatory reason.

### SAMPLE LETTER OF DISMISSAL

*Dismissal is the ultimate disciplinary action, normally used when other methods employed to correct performance or behavioral problems have not been successful. This template can be used after graduated discipline or for immediate dismissal, depending on the severity of the offense.*

#### Letter - Please Use UC Letterhead

Date

Student's name and address

Dear

After a careful investigation, I have concluded that you have violated (insert reference to policy or regulation violated) by (insert description of misconduct). (If there is prior, relevant misconduct, insert "This misconduct is made more serious by your prior actions, specifically, (insert description of prior misconduct, and any prior discipline, or warnings).")

In light of these facts, you are being dismissed from the Education Abroad Program, effective (date). While this dismissal does not constitute dismissal from the entire campus, those campuses will be notified and may elect to impose additional sanctions.

If you have any questions or need clarification, please contact me.

You have the right to request a review of this action by filing an Appeal. A copy of the procedure for Appeal is attached.

Signature

Title

Consult the appropriate state laws and your state dental practice act to determine any requirements about dismissing a patient, including how many days you need to be available to that patient in case of an emergency.

#### Patient Termination Letter for Non Payment

Dear Patient,

While it has been a pleasure treating you over the past few months, it has come to my attention that your account with our practice is in arrears. The current balance on your account is \$742.00. We have previously notified you of this issue, but without resolution. Unfortunately, we must terminate our dentist-patient relationship with you due to the lack of compliance with our practice's stated financial protocols.

Of the items on your original treatment plan, we have completed the full mouth root planing as well as the restorations on teeth #14 (upper left molar) and #30 (lower right molar). You still require three additional restorations as well as the root canal, build up and crown on tooth #30 in the lower right. Failure to promptly seek examination and care from your next dentist could result in further decay of your teeth and associated pain. A delay in treating tooth #30 could result in further decay, pain, swelling, or the need for extraction of the tooth.

I will be available to treat any emergency you may have for the next 30 days, provided that you call my office to schedule an appointment.

I encourage you to seek the regular care of another dentist as soon as possible. You can find information regarding area dentists in the telephone directory, online or by contacting the local dental society referral service.

I will send a copy of your dental record and X-rays free of charge to you or your new dentist if you will send a signed, written request to that effect. Please include the address to which you would like the records sent. Two days' notice is needed before I can send the records, but I will be pleased to speak with your new dentist by telephone at any time.

I regret the termination of our relationship over this matter and wish you every success in your future dental care.

Sincerely,

Dr. Dentist

Handle every patient dismissal cordially and professionally. It should never become personal. Develop a template for a dismissal letter. Fill in the details about the cause for the release objectively and advise the patient of the need to find another provider. Also detail the number of days you will be available to treat the patient in the event of an emergency. Conduct regular audits of patient records to determine whether problem patients are seen on a regular basis. While you should document all communications with patients in their record, including phone calls, it's especially important that you do this when dismissing a patient.

## The Ultimate Patient Dismissal Letter – 2

Dear \_\_\_\_\_,

I have always felt that it is imperative to have a good two-way doctor patient relationship with any patient that is treated at my practice. Unfortunately, I don't believe we have been able to establish this connection. In order to get the type of dental care you are looking for, I feel as though you would be better served at another dental office.

I will forward your records to another dentist at your request. I will be available for 30 days for emergency treatment only, so that you have adequate time to find another dentist. If you need assistance in finding another dentist, you may contact the \_\_\_\_\_ Dental Society at \_\_\_\_\_.

Please remember that I have recommended the following treatment to you:

Please make sure that you seek care as soon as possible so that your dental health is not adversely affected.

Sincerely,

Dr. \_\_\_\_\_

That type of information, while considered a best practice in any situation, can be especially helpful in dismissal cases that can become emotionally charged. Additional Resources: Sample Patient Dismissal Letters (PDF)