

Patient Termination Policy

* A patient will be IMMEDIATELY terminated from receiving care from Serenity Health & Wellness upon demonstrating acts of violence, intimidation and/or threats towards staff, other patients or any persons within the building.
* If a check has been returned by your financial institute due to non-sufficient funds, the patient/guarantor will be issued another statement. If the amount owed is not recovered within the required time, the patient will be subject to termination.
* If the balance on a patient’s account remains unpaid without making payment arrangements prior, for 60 days or more, a warning via certified letter will be mailed with return receipt. Should the account remain delinquent beyond this warning, a patient will be subject to termination.
* Misuse/Abuse of prescriptions and medications is cause for immediate termination.
* Patients who fail to show for their first appointment without canceling/rescheduling within 24 hours in advance will be subject to termination.
* Patients who NO SHOW for more than three (3) scheduled visits per calendar year without canceling/rescheduling at least 24 hours in advance to appointment are subject to termination.
* If a patient deliberately goes against medical advice made by his/her provider at Serenity Health & Wellness and the provider feels that the patient’s health is at risk where the patient’s behavior is indeed a liability, the patient would then be subject to the following process per our termination Policy:
* A Certified letter with return receipt will be sent to the patient with recommendations from the provider.
* If the patient continues to disregard the medical advice from their provider, a letter will be sent to them informing the patient that they be only be seen in the clinic on an urgent care basis for only 30 days where after they will be terminated with this clinic.