Synergy
Advanced Healthcare LLC

DISCHARGE POLICY

SYNERGY ADVANCED HEALTHCARE LLC

Good care is a partnership. Synergy Advanced Healthcare LLC reserves the right to discharge a patient from the practice for the reasons below.

1 CARE PLAN & APPOINTMENTS

- Not taking medication(s) as prescribed.
- Not attending scheduled appointments, including:
  - 2 no-shows or late cancellations in any rolling 2-month period
  - 3 no-shows or late cancellations in any rolling 3-month period
- Not following provider care instructions, including attending referred specialist appointments.

2 FINANCIAL RESPONSIBILITY

- Not paying co-payments or co-insurance at the time of service, or leaving any responsible-party balance unpaid, may result in discharge and the debt being transferred to a collection agency.

3 CONDUCT

- Failure to treat staff, providers or other patients with respect, in the office or by phone, text or email, will result in **immediate discharge**.
- Physical or verbal abuse or threats will result in **immediate discharge** and legal action.

Transition of care: When a patient is discharged, Synergy provides a reasonable transition of care as described in our Payment, Insurance & Scheduling Policy, including a copy of medical records with proper authorization. Outstanding balances remain the patient's responsibility.

SYNERGY ADVANCED HEALTHCARE LLC
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