

Contact an accountant and attorney for specific business and legal advice when closing a medical practice.

Notifications

(60 to 90 days prior to closing)

✓ STAFF

Organize a staff meeting to notify employees of practice closure.

Prepare to hire temporary staff if current employees leave prior to closing date.

✓ PATIENTS

Prepare and send notification to patients listing the closing date and reason for closing.

Include an authorization form to transfer medical records to your patients' new providers.

Place a dated copy of the notification in each patient's medical record.

✓ THE PUBLIC

Publish local newspaper ads with details about the closing.

Post signage in your office to notify visitors of your last day of business.

✓ PROFESSIONAL ASSOCIATIONS

Notify your state medical board, licensing board, credentialing organizations, professional memberships, etc.

✓ DRUG ENFORCEMENT AGENCY (DEA)

Inform the DEA of your wishes to either continue or surrender your DEA registration.

✓ HEALTH INSURANCE COMPANIES

Inform all contracted payers of your intent to close your practice.

Provide payers with a forwarding address to send payments that resolve after the office closes.

✓ HOSPITALS

Notify the hospitals where you have privileges of your intention to close your practice.

✓ ANCILLARY SERVICES

Contact ancillary services such as labs, MRI facilities, etc. that you refer patients to.

✓ SUPPLIERS/SERVICE CONTRACTS

Inform medical suppliers, office suppliers, collection agencies, laundry services, housekeeping services, hazardous waste disposal services, magazine subscriptions, etc.

Request final statements from these vendors to close your accounts with them.

✓ OTHER PHYSICIANS

Let the colleagues that you work with, or refer to, know of your decision to close.

✓ UTILITIES

Notify all utility service providers of the day you wish to discontinue service.

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Tasks

(60 to 90 days prior to closing)

✓ PATIENT SCHEDULING

No new patients should be accepted once the closing date is announced.

Start restricting nonemergent appointments as much as possible.

Patients who need continual follow-up and care should be referred to another provider.

✓ ACCOUNTS RECEIVABLE

Process your accounts receivable, as much as possible, to collect money owed to you.

Consider employing a collection agency or staff member to reconcile accounts after the practice has closed.

✓ INSURANCE POLICIES

Review your and your employees' insurance policies and update or cancel where appropriate: i.e., liability, health, life, disability, workers compensation, etc.

Obtain tail coverage extended liability insurance if necessary, which provides coverage against claims reported after the liability policy expires.

✓ MEDICAL RECORDS

Arrange for safe storage for both paper and electronic medical records.

Notify your state medical board of the storage location.

Determine the correct amount of time your medical records should be stored, as defined by your state law.

Make sure the storage facility has experience handling confidential patient information and HIPAA agreements.

Establish a mailing address or PO Box for medical record requests after closing.

✓ CLINIC DOCUMENTS & EQUIPMENT

Arrange for storage of personnel records according to your state law.

Organize the disposal or proper storage of clinic documents such as financial records, patient education materials, brochures, etc.

Plan to sell or lease office and medical equipment, if appropriate.

✓ MEDICATIONS

Follow the federal guidelines for disposing of prescription drugs and medications.

Contact drug representatives to determine what to do with unused samples, if applicable.

Destroy all prescription pads.

✓ PHONE SERVICE

Consider using an answering service or prepare messaging for office phone calls after the closing date.

✓ MAIL SERVICE

Contact the U.S. Postal Service to coordinate mail forwarding details.