

What to do when a GP leaves your practice

When a GP decides to leave your practice, you can reduce the impact on your patients and staff by actioning the relevant tasks from the checklist below.

Medicare Australia	Done
Request the departing GP to write a letter to Medicare Australia requesting the closure of any provider number/s, but don't submit the letter until all billing is complete.	
Complete manual Medicare and Department of Veterans' Affairs batch forms for any late claims.	
Notify Health Professional Online Services (HPOS) within 14 days, which will update: <ul style="list-style-type: none"> - your practice's Healthcare Provider Identifier - Organisation (HPI-O) and the GP's Healthcare Provider Identifier - Individual (HPI-I) - Practice Incentives Program (PIP) - Australian Immunisation Register - National Bowel Cancer Screening Program. 	

Policies and procedures	Done
If the GP is remaining in the local area, develop a transfer of medical records policy in case some patients request a transfer.	
Request the GP to complete a handover of any chronic or high care patients to another GP.	
If the GP can't complete a handover before leaving, organise patient health summaries.	
Review incoming pathology, radiology or specialist report viewing procedures to ensure appropriate follow up.	

Patients and stakeholders	Done
Advise patients of the GP's departure via a notice in the waiting room.	
Advise relevant stakeholders of the GP's departure, including Practice Assist, Rural Health West, the local hospital, aged care facilities and your PHL.	

Human resources	Done
Record the GP's new mailing address, email address and phone number.	
If the departing GP holds conditional medical board registration and is under supervision, notify the Australian Health Practitioner Regulation Authority (AHPRA) about the doctor's departure.	
If your practice is sponsoring the GP to work in Australia, contact the Department of Home Affairs to find out your obligations.	