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Policy: Patient Re-Entry Following Records Transfer

Effective June 23rd, 2026

1. Purpose

To establish a clear guideline regarding the re-acceptance of former patients into Holly Springs Pediatrics after a family has formally requested to transfer their medical records to another practice.

2. Scope

This policy applies to all current and former patients of Holly Springs Pediatrics.

3. Policy Statement

Once a patient's medical records are formally transferred out of Holly Springs Pediatrics to another healthcare provider, the patient-provider relationship is considered permanently terminated. Patients who transfer their records out will not be accepted back into practice as active patients.

4. Rationale

- **Continuity of Care:** Once records are transferred, we assume the patient has established an ongoing, continuous relationship with a new primary care provider.
- **Practice Capacity:** To ensure we can accommodate new families and provide optimal care to our current active patients, the practice maintains strict panel limits.
- **Administrative Consistency:** Processing medical records requires significant administrative resources. Allowing families to move in and out of the practice disrupts this workflow.

5. Exceptions

Exceptions to this policy are made at the sole discretion of the providers and management of Holly Springs Pediatrics. Exceptions will only be considered under extenuating circumstances (e.g., a catastrophic loss of the new pediatrician's practice) and will require administrative review by the practice manager.

Holly Springs Pediatrics recognizes that life events can disrupt medical care. Former patients may apply for re-entry into the practice *only* under the following two explicitly defined circumstances:

- **Insurance Coverage Disruptions:** If a family transferred records because Holly Springs Pediatrics dropped out of their insurance network (or vice versa), they may request re-entry if their insurance coverage changes again to an accepted plan.
- **Relocation Out of Area:** If a family formally relocated 50 miles or more away from the practice and subsequently moves back to the local area, they are eligible to apply for reactivation.

6. Re-entry Requirements and Criteria

Meeting an exception criteria does not guarantee automatic reinstatement. Re-entry is subject to the following strict conditions:

- **Practice Panel Status:** The practice must have open availability. We will not displace current active patients to accommodate returning patients.

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- **Good Standing:** The patient account must have been in good financial and behavioral standing prior to the original departure.

- **Proof of Eligibility:** Families must provide documentation of their previous out-of-area address change or proof of the insurance transition if requested by billing.
- **Managerial Approval:** All re-entry requests must be reviewed and formally approved by the Practice Manager before any appointments can be scheduled.

7. Communication

Families requesting a records transfer will be provided with a copy of this policy at the time of their records release. This ensures families are fully aware that the decision to leave the practice is permanent.
