Completion of “Request to Remove a Patient” Forms

The “Request to Remove a Patient” form is used to end the enrolment of a patient on your roster. The form includes identification of the patient, identification of the physician and the reason for ending enrolment. Please ensure the form is fully completed before submitting to the ministry.

The ministry has recently observed a significant increase in the number of “Request to Remove a Patient” forms from physicians practicing in the various primary care patient enrolment models.

With the increased volumes, the ministry has experienced a growth in the backlog of unprocessed forms, as well as an increase in the number of rejected forms. The majority of the rejects are occurring because the patient is not (or is no longer) enrolled with the physician who has submitted the form. This could be happening because the patient has enrolled with another physician in the interim (after the form is submitted), or could be the result of submission of duplicate Request to Remove a Patient forms.

To minimize backlogs and to reduce rejections, please ensure that the patient is currently on your roster before completing and submitting a Request to Remove a Patient form. This can be done by looking at one of various reports provided to you monthly, including the:

- Base Rate, Comprehensive Care and Complex Capitation Payment Detail Report
- Comprehensive Care and Complex Capitation Payment Details Report
- Comprehensive Care Capitation Payment Detail Report

Also, please check the monthly Enrolment Detail Report for recent enrolment and de-enrolment activity for your rostered patients, before submitting the Request to Remove a Patient form.
Submitting “Request to Remove a Patient” forms

Forms may be accumulated over the week/month for submission; it is not necessary to send in the removal forms each day. Please ensure the physician billing number and group number is correct prior to sending in your forms.

The Request to Remover Patient form can be found at: Ontario Central Forms Repository - Form Identification.

For any inquiries please contact the Service Support Contact Centre: 1-800-262-6524 or SSContactCentre.MOH@ontario.ca