

A provider has left our practice midterm. What steps do I take?

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If you have a provider who leaves in the middle of the contract term, there are steps you will need to take to limit the access of the provider who left.

Charges

The charges for the provider license will remain on your account until renewal. Please let us know of the changes, so we can suspend the provider from your account.

If you hire a provider before renewal, we can swap the provider license for another provider. Please submit a support ticket.

<https://support.drchrono.com/hc/en-us/articles/211014457-How-do-I-submit-a-support-ticket>

Access

We can remove DrChrono access for the provider who has left.

1. Please submit a [support ticket](#) with a new email address controlled by the practice so we can complete a password reset for the provider account to remove access for the provider who has left.
 2. You can disable ALL permissions for the provider who has left. This is advised for urgent or after-hours situations where access needs to be removed immediately.
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