

Sample Patient Notification Letter from Emergency Department to Patient

<Date>

<XXXXX> Emergency Department

<Address>

<Address Line 2>

Dear <Patient Name>:

The main goal of <XXXX> hospital is to provide the best possible medical care.

Emergency departments are designed to provide treatment of urgent and emergent medical conditions. They are not designed to provide non-urgent care for chronic illnesses. However, regardless of the injury or condition, every patient arriving to the emergency department will be fully evaluated and treated – as they always have been.

Emergency Department staff understands that when someone is in pain, relief is important. However, managing pain is often difficult. Pain medications may lead to serious harm and even death. Therefore, after evaluation, some patients may be referred back to their primary care provider for ongoing treatment of their medical conditions including pain management and medication refills.

For your safety, our Emergency Department makes it a practice not to:

- Refill lost or stolen pain medications.
- Provide missed methadone doses.
- Prescribe long-acting pain medications such as OxyContin, MS Contin, or Fentanyl patches.
- Prescribe pain medication if you already receive that medication from another doctor or emergency department.

The best medical practice is to have one provider manage chronic medical conditions, pain and medication needs. Good care is difficult to provide if a patient visits multiple primary care clinics or emergency departments. Our Emergency Department Physicians are discouraged from refilling opioid prescriptions or providing injections of opioids in patients who are already taking pain medications for chronic pain. If you are taking pain medication on a regular basis, you should coordinate with your primary care provider to obtain refills, including planning in advance for any weekend or holiday medication refills.

Sincerely,

ED Director, MD

<XXXX> Hospital, Emergency Department Medical Director