

# Remove or Replace Providers

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Create a [case](#) to remove (suspend) or replace (swap) a provider from your practice. Allow a minimum of three business days to process the request.

Required Action	If the Action Isn't Done before Removing or Replacing the Provider
All claims for the outgoing provider must be submitted in <a href="#">bulk</a> or <a href="#">individually</a> .	The practice can't work on outstanding claims.
Any staff members under the existing provider <a href="#">must be moved</a> to another provider.	The staff member can't log in to the system.
All future appointments under the existing provider must be <a href="#">changed to</a> another provider. For more information, refer to <a href="#">Creating a Report for Upcoming Appointments</a> .	Appointments are removed from the calendar.
If the existing provider is the primary provider for any office, another provider must be <a href="#">selected</a> as the primary provider for that office.	The practice can't complete this action.
All clinical notes for the existing provider are signed and locked.	The practice can't lock the notes of the removed provider.
Providers must have the <a href="#">share patients</a> permission turned on or you must manually move the outgoing provider's patients to another provider if the practice still needs to access them.	The practice can no longer access the patient list of the removed provider.
The new provider must resend the <a href="#">OnPatient invitation</a> to the patient.	OnPatient accounts with the previous provider are deactivated.



All clinical/billing information input by all providers at the practice will always be accessible via the specific patient chart. This information is never deleted.