



Date: 6/1/24

HouseCall MD will officially discontinue its house call services on August 1, 2024. We will continue to care for patients until that time. Our telemedicine service will remain active for the foreseeable future to assist with any gaps in care. This decision was not made lightly, and it comes after careful consideration and reflection on various factors affecting the practice.

While we have enjoyed providing healthcare for those in the community who have difficulty receiving care due to mobility, transportation, or cognitive issues; the current environment is no longer amenable to our practice model. We have always tried to keep costs reasonable for our patients while still providing services in their homes and communities. For this reason, we have always charged primary care rates, despite providing same day services similar to urgent care. Through this model, HouseCall MD is proud to say that since beginning our practice in 2019, we have saved the taxpayers and Medicare an estimated \$1.7 million in reduced healthcare costs while still providing convenient services to the most vulnerable in our community.

However, due to the decrease in Medicare reimbursements, coupled with the increased cost of gasoline, insurance, and wages; as well as declining interest in home based and mobile services; HouseCall MD can no longer afford to continue to provide in home services to our patients.

Please be assured that your health and well-being remain our top priority during this transition. To ensure that your medical care continues seamlessly, I recommend taking the following steps:

- 1. Transfer of Medical Records:** You have the right to obtain copies of your medical records or have them transferred to another healthcare provider of your choice. To facilitate this, please complete and return the enclosed Medical Records Release Form by August 1, 2024. Alternatively, you may contact our office at 833-432-5633 for assistance.
- 2. Continued Care:** We recommend that you establish care with another healthcare provider as soon as possible to avoid any interruption in your medical care. If you need assistance finding a new provider, please do not hesitate to contact our office. While no other mobile practice currently exists in the region, we will be happy to provide recommendations for alternatives and provide support during this process.



3. **Prescription Refills:** If you have any current prescriptions, please ensure that you have sufficient refills to last until you can establish care with a new provider. If you need assistance with this, please contact our office before the closure date.
4. **Outstanding Appointments:** If you have any upcoming appointments scheduled after August 1, 2024 they will be canceled. If you need immediate medical attention, please seek care at an urgent care center or emergency room.

We understand that this change may be inconvenient and we sincerely apologize for any disruption this may cause. It has been a privilege and an honor to provide you with medical care over the years. To all those who have supported us; thank you. To the nursing staff at the long-term care facilities we have partnered with; we appreciate all you do and wish you the best of luck in continuing to do the hard and thankless work you do. To our patients; we thank you for inviting us into your homes and lives. We are grateful for the trust you have placed our team.

Thank you for your understanding and cooperation during this transition. If you have any questions or need further assistance, please do not hesitate to contact our office.

Wishing you continued health and happiness.