November 22, 2024

«FirstName» «LastName»

«Address1»

«Address2»

«City», «State» «ZIP»

Dear «FirstName» «LastName»:

We hope this letter finds you in good health. We understand that you have a choice for your healthcare needs and we are grateful for your trust in UVA Health. We write with an important update to your care. **[Insert Clinic Name]** is closing and providers will no longer see patients in this clinic after **[Insert Date]**.

We are dedicated to making sure you continue to receive the excellent care you expect from UVA Health. There are several options for you to continue you care with us: *[****Include*** *i****nformation about care transfer options in the UVA Health community. E*x:** *We have three primary care clinics and a pediatrics clinic in Culpeper, all of which are accepting new patients. In Culpeper and Charlottesville, you’ll also have access to a wide array of specialty services.*]

If you have an appointment scheduled at **[Insert** **Clinic Name]** after **[Insert Date]** we will call you to discuss moving your care to a new clinic. If you have any questions or need assistance with transferring your medical records, please call our clinic at [**XXX.XXX.XXXX]**.

We look forward to continuing your care at UVA Health.

Sincerely,

Clinic Name and Team

**NOTE: All final draft communications must be approved by the UVA Health Office of Strategic Marketing and Communications. Please email to:** [**rbrandonline@uvahealth.org**](mailto:rbrandonline@uvahealth.org)