

Appendix B

Dr. Phi Tran MOVE letter for MH patients DRAFT, will need translation to VIETNAMESE.

Aug 12, 2024

Dear Patient,

You are receiving this notice because our records indicate that your primary care physician is **Dr. Phi Tran**. As you are likely aware, Carney Hospital will be closing on or around August 31, 2024. Your access to primary care will not change.

We are writing to notify you that Dr. Tran's office will be moving to a new, convenient location on the hospital campus. He will see patients at his current practice location through August 28, 2024. After that date, Dr. Tran will be providing patient care at:

**2110 Dorchester Avenue, Suite 209  
Dorchester, Massachusetts**

If you have a future appointment scheduled, it will take place at the same time and date that you scheduled but will be located at the new practice location listed above. While our address is changing, our phone number will remain the same:

**617-506-4970**

Dr. Tran and our staff look forward to welcoming you to the new location during your visit.

Please note that we will still have the same electronic health record so your medical records will remain secured to provide you with the same high-quality care that you have come to expect from us. There is no need for you to do anything in regard to your medical records.

If you need to schedule an appointment or have a question about this letter, please call our office at 617-506-4970 and our staff will be happy to assist you. We appreciate the privilege of being your preferred medical provider of choice and we look forward to seeing you at Dr. Tran's new practice location.

Sincerely,

*Joseph M. Weinstein, M.D., FACC, FACP*

Joseph M. Weinstein, M.D., FACC, FACP  
President, Stewardship Health

[Date]

Dear Primary Care Patient,

As you are likely aware, Carney Hospital in Dorchester and Nashoba Valley Medical Center in Ayer are closing and will no longer be available for Emergency Department services on or around August 31, 2024. We are writing as we want to be sure that you are aware of the opportunities to access your medical care in your community.

**Your primary care physician/provider remains unchanged. Our primary care practices in the Carney and Nashoba markets remain open and available to care for you.** You may continue to reach your pcip's office at their same number and schedule appointments, receive laboratory results, request prescription refills and message your PCP's office through the StewardCONNECT portal at [www.stewardconnect.org](http://www.stewardconnect.org), as usual.

Please know that we have your medical records secured and on hand so we may continue to provide you the highest quality of care possible. There is no need for you to do anything in regard to your primary care medical records.

If you are experiencing a medical emergency, please call 911. After the Carney and Nashoba facilities close, emergency dispatch services will refer you to the closest hospital to you. Former Carney patients will be referred to Boston Medical Center and former Nashoba patients will be referred to Emerson Hospital in Concord or UMASS Health HealthAlliance Clinton Hospital in Leominster.

Enclosed as a resource for you are listings of other health care facilities in your community, including community health centers in Dorchester and nearby towns as well as urgent care facilities in and around the Dorchester and Ayer communities.

We will continue to provide updates, information and guidance on continuity of specialty care in the coming days. In the meantime, should you have any questions or concerns, please contact us at **508-630-7280**.

Thank you.

Joseph M. Weinstein, MD, FACP, FACC  
President  
Stewardship Health Medical Group



# HEALTH | CHOICE

MASSACHUSETTS

August 6, 2024

Dear Steward Health Choice Enrollee,

You are receiving this notice because our records indicate that your primary care physician is at one of the practices listed below and their practice is in the same location as Carney Hospital or Nashoba Valley Medical Center. Although **Carney Hospital and Nashoba Valley Medical Center will both be closing on or around August 31, 2024**, your access to primary care will not change.

**Lotus Med, LLC**

190 GROTON RD

STE 290

AYER, MA 01432

**Primary Care Clinic Boston Pc**

2110 DORCHESTER AVE

STE 314

DORCHESTER, MA 02124

**Resil Medical Assoc Pc**

2110 DORCHESTER AVE

STE 205

DORCHESTER, MA 02124

**Carney Primary Care Center**

2110 DORCHESTER AVE

STE 101

DORCHESTER, MA 02124

**Family Medicine Ayer**

198 GROTON RD

STE 2

AYER, MA 01432

**Nashoba Family Medicine**

788 BOSTON RD

GROTON, MA 01450

The Steward primary care practices above will **remain in the same location and with the same telephone contact and office information**. If you have any questions about access to primary care services, please contact your primary care provider's office.

Once Carney Hospital and Nashoba Valley Medical Center have closed, no patient care will be provided at those facilities, including Emergency Department services. If you are experiencing a medical emergency, please call 911. After the Carney and Nashoba facilities close, emergency dispatch services will refer you to the closest hospital to you. Former Carney patients will be referred to Boston Medical Center or to Beth Israel Deaconess-Milton. Former Nashoba patients will be referred to Emerson Hospital in Concord or to UMass Memorial Medical Center in Leominster.

Last updated 8 12 24 2:06 p.m.



# HEALTH | CHOICE

MASSACHUSETTS

We will continue to provide updates, information, and guidance on continuity of care in the coming days. In the meantime, should you have any questions or concerns, please contact the Steward Health Choices customer service center at (855) 860 – 4949.

If your primary care physician is not at one of the primary care practices listed above, or if you would like to select a new primary care provider or health plan, please call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 Monday – Friday, 8 a.m. – 5 p.m. You can learn about other health plans in the Enrollment Guide. You can find the guide at [MassHealthChoices.com](https://MassHealthChoices.com) under “Member Materials.”

We are incredibly grateful that you have entrusted your health care to Steward, and we look forward to providing you with medical care for the future.

Sincerely,

Joseph M. Weinstein, M.D., FACC, FACP  
President, Stewardship Health

DRAFT SMG/Stewardship CARNEY & NASHOBA PCP patients  
Aug. 12, 2024

Dear Patient,

We regret to notify you that **Carney Hospital and Nashoba Valley Medical Center will both be closing on or around August 31, 2024.** After that date, no patient care will be provided, including Emergency Department services.

In light of this development, we are providing the following information to address questions or concerns you may have.

Your primary care physician remains unchanged. They remain in the same location and as always with the same telephone contact and office information. Please note the only change for primary care is in the Carney market where Dr. Phi Tran will remain in his current location through Aug. 28, 2024. After that date, Dr. Tran's practice will be moving to 2110 Dorchester Avenue, Suite 209, Dorchester, MA. Dr. Tran's practice telephone number will remain the same.

If you are experiencing a medical emergency, please call **911**. After the Carney and Nashoba facilities close, emergency dispatch services will refer you to the closest hospital to you. Former Carney patients will be referred to Boston Medical Center or to Beth Israel Deaconess-Milton and former Nashoba patients will be referred to Emerson Hospital in Concord or HealthAlliance-Clinton Hospital in Leominster.

We will continue to provide updates, information, and guidance on continuity of care in the coming days. In the meantime, should you have any questions or concerns, please contact your primary care provider's office.

Thank you.

*Joseph Weinstein, MD, FACP, FACC*

Joseph Weinstein, MD, FACP, FACC  
President  
Stewardship Health Medical Group

DRAFT Dr Weinstein/Kim Bassett letter for **SPECIALTY** patients in Carney/NVMC markets

Dear Patient,

As you are likely aware, Carney Hospital in Dorchester and Nashoba Valley Medical Center in Ayer are closing and will no longer be available for Emergency Department services on or around August 31, 2024. We are writing as we want to be sure that you are aware of changes regarding your specialty provider(s) at Carney or Nashoba hospitals.

The continuity of your care is our highest priority. In some cases, your specialist may be staying in their same location and at their same phone number. In other cases, your specialist may be changing location due to the hospital closures. Please see the enclosure provided with this letter for the most up-to-date information regarding Steward Medical Group specialists in the Carney and Nashoba communities.

In the event you prefer to investigate other options within the Steward network, you may contact Steward DoctorFinder™ at (800) 488-5959 or [Steward Health Care - Doctor Finder](#). Additionally, we are also providing you with the telephone number of the Massachusetts Board of Registration in Medicine and website should you prefer to use them as a resource to locate a new physician. The phone number is 781-876-8200; the web address is: [BORIM Find My Doctor \(mass.gov\)](#) or (<https://findmydoctor.mass.gov>). You may also work with your health plan to identify a new specialty provider, should you need one.

Access to your health information will continue to be available through the StewardCONNECT portal at [www.stewardconnect.org](http://www.stewardconnect.org). We encourage you to print a copy of your medical records for your convenience.

If you are experiencing a medical emergency, please call 911. After the Carney and Nashoba facilities close, emergency dispatch services will refer you to the closest hospital to you. Former Carney patients will be referred to Boston Medical Center and former Nashoba patients will be referred to Emerson Hospital in Concord or UMASS Health HealthAlliance Clinton Hospital in Leominster.

Your medical records are secured and on hand, and Steward Medical Group will retain your original records. If you need a copy of your medical record, please complete the enclosed authorization form and return it to:

We will continue to provide updates, information and guidance in the coming days. In the meantime, should you have any questions or concerns, please contact us at **508-630-7280**.

Thank you.

Last updated 8 12 24 2:06 p.m.

August 20, 2024

Patient Name

Address 1

Address 2

Dear {Patient Name}

I am reaching out to update you on developments related to the upcoming closure of Carney Hospital. Despite every effort made to attract qualified buyers, there were no actionable offers received for Carney and that has put us in the regrettable but unavoidable situation of closing the hospital on Saturday, August 31, 2024.

The following appointment you had scheduled in the future at Carney Hospital has been cancelled and you will need to reschedule it at a different location.

- Description of your cancelled procedure "PROCEDURE TYPE"
- Date and time procedure to be done DATE/TIME
- Procedure was ordered for you by provider NAME

Please contact PROVIDER NAME or another of your providers, to reschedule this test at a different location. We want you to have this test and need you to take action so it can be rescheduled.

Thank you for your trust in Carney Hospital. It has been our pleasure to serve our patients.

Sincerely,

NAME

**RE: Carney Hospital Outpatient Draw Station-Cessation of Services**

August 13, 2024

To Our Valued Patients,

We regret to inform you that the **Carney Hospital laboratory outpatient draw station will close permanently effective August 23, 2024 @ 4:30 pm.**

For your convenience, we have provided a list of Quest drawing stations in the local area. Please be aware that most Quest labs require appointments for a lab draw so please call the number provided on the list in advance of going to the lab.

Thank you for your patronage and trust in Carney Hospital outpatient lab services for these many years. It has been our pleasure to serve you.

Sincerely Yours,

*Laurie Faherty*

Laurie Faherty  
Lab Manager  
Carney Hospital  
2100 Dorchester Ave  
Dorchester, MA 02124  
617-506-2381

[Laurie.faherty@steward.org](mailto:Laurie.faherty@steward.org)





### Quest Diagnostics

1340 Boylston Street, First Floor, Bosto...  
(617) 236-2223



### Quest Diagnostics

1575 Blue Hill Ave, Mattapan, MA 02126  
**Open** · Closes 7 PM  
(617) 696-0990



### Quest Diagnostics

736 Cambridge St SM5, Brighton, MA 0...  
(617) 789-3000



### Quest Diagnostics

280 Washington St, Suite 101, Brighton,...  
**Open** · Closes 5:30 PM  
(617) 562-1533



### Quest Diagnostics

340 Wood Rd, Suite 302, Braintree, MA...  
**Open** · Closes 4 PM  
(781) 849-7993



### Quest Diagnostics

500 Congress St, Crown Colony Medic...  
**Open** · Closes 4 PM  
(617) 773-0080



### Quest Diagnostics

1575 Blue Hill Ave, Mattapan, MA 02126  
**Open** · Closes 7 PM  
(617) 696-0990



### Quest Diagnostics

851 Main Street, Ste 17, 2nd Fl, Nevin ...  
**Open** · Closes 3:30 PM  
(781) 335-4208

## Quest Diagnostics ✓

Clinical laboratories in Quincy, MA

Directions

Nearby

Appointments

Insurance info

Prices

500 Congress St, Crown Colony Medical Center Ste 1E, Quincy, MA 02169 · 4.6 mi

(617) 773-0080

[questdiagnostics.com](https://questdiagnostics.com)

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DRAFT