

Appendix D

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

DRAFT Dr Weinstein letter for PCP patients in Carney/NVMC markets

[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 PCP'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

**Carney Primary Care Center**  
2110 DORCHESTER AVE  
STE 101  
DORCHESTER, MA 02124

**Primary Care Clinic Boston Pc**  
2110 DORCHESTER AVE  
STE 314  
DORCHESTER, MA 02124

**Family Medicine Ayer**  
198 GROTON RD  
STE 2  
AYER, MA 01432

**Resil Medical Assoc Pc**  
2110 DORCHESTER AVE  
STE 205  
DORCHESTER, MA 02124

**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.



# 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://www.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.