



Dear Parents:

We are writing to share an important announcement:

**Starting April 1, 2024, we will only schedule patient appointments for well child and medication checks, as well as visits related to a chronic health condition, with their assigned primary care provider.**

Additionally, for our Woodcreek patients: if your child is ill or otherwise has a need to be seen quickly and your PCP is unavailable, you will only be offered appointments at your PCP's clinic, though you are also welcome to visit any Mary Bridge Urgent Care center.

This is a big change in how we've cared for our patients for decades and we did not make this decision lightly. But we believe that this approach will ultimately provide greater satisfaction with your access to our care, provide better health outcomes for our patients, and provide a better work environment for our providers.

#### What You Need to Do

Our front desk staff should be asking you to confirm your PCP and they can correct it if it's wrong. Alternatively, you can send us a MyChart message to correct it, or submit an update via your practice's website – please include your child's full name and date of birth in your request:

- Harbor Pediatrics: <https://harborpeds.net/About-Us> (select "PCP Reassignment Request" in the *How Can We Help You* box)
- Woodcreek Pediatrics: <https://www.woodcreekpediatrics.com/contact.html> (select "PCP Reassignment Request" in the *Subject* box)

Please note that **your provider update must be submitted by September 30, 2024, and** that your child must have seen the PCP you want to change to within the last two years. Otherwise, we will leave your assigned PCP in place for your future appointments. Following this date, you may select a new PCP only once every two years. (PCPs can and will refer among themselves if they are unable to meet your child's needs.)

Thank you for your understanding and patience while we move towards this new approach to care. We sincerely appreciate you trusting us with your child's health, and we cannot wait to see how these changes enhance our relationship going forward.

Sincerely,

Denise Michaelsen, MD  
Medical Director  
Harbor Pediatrics – Mary Bridge Children's

Brian Schoos, MD  
Medical Director  
Woodcreek Pediatrics – Mary Bridge Children's