



After Hours  
Allergy/Asthma  
Audiology  
Dermatology  
Ear, Nose  
& Throat (ENT)  
Endocrinology  
eÖs Dermatology  
Family Medicine  
Gastroenterology  
Consults  
General Surgery  
Hospital Medicine  
Infertility  
Internal Medicine  
Neurodiagnostics  
Obstetrics/Gynecology  
Orthopedics  
Pediatrics  
Physical Therapy  
Podiatry  
Rheumatology  
Travel Medicine  
Urgent Care  
Weight Management

August 23, 2011

Patient Name  
Address  
City, State Zip

Dear Patient:



I am writing to let you know about a change in my practice. Effective September 30, 2011, I will no longer be seeing patients for chronic disease management and physicals. I will be exclusively seeing patients for same-day urgent care appointments.

I understand that many of you have designated me as your primary physician with the hope that we could build a relationship well into the future. I too will miss that opportunity and I am truly sorry for any inconvenience this could cause.

#### Continuity of Care

I hope each of you will choose to continue your care here at ARC Far West. I recommend my colleagues Steven Powell, M.D, and John Queng, M.D. If you would like to choose another ARC physician closer to where you live or work, please call the ARC information and referral line (512) 272-4636 to find the physician that best fits your needs.

As it can be difficult to find physicians who manage ADHD, I will continue seeing my patients for management of ADHD medications.

If you are a member of an insurance plan that requires you to select a primary care provider (PCP), please contact your plan to notify them who you choose, so that your care is not interrupted. If you remain with a doctor at ARC Far West you do not need to transfer your records. If you choose a physician at another ARC location, please call my office and notify our staff so they can transfer your complete medical record to your new doctor. For more information about our doctors and locations, please visit our website, [www.AustinRegionalClinic.com](http://www.AustinRegionalClinic.com) or call the ARC information and referral line, ARC-INFO, (512) 272-4636.

#### My Move to ARC Urgent Care

My change to urgent care has come about after thoughtfully considering the needs of ARC, our patient base, and my own professional background. People today increasingly want quick and convenient care and ARC wants to provide that, along with high quality and comprehensive care for our patients.

Again, I apologize for any inconvenience this may cause. It has been, and continues to be, my pleasure to take care of you and to participate in your health care.

Sincerely,

Jacob A. Childers, M.D.  
Urgent Care Department  
ARC Far West

P.O. Box 26726  
Austin, Texas 78755-0726  
512-419-0707  
[AustinRegionalClinic.com](http://AustinRegionalClinic.com)



# 24/7/365

## We're Here When You Need Us

A map of the ARC locations and some helpful hints about the services offered at Austin Regional Clinic are detailed below. We provide these services to make it easier for you to get the care you need when you need it most. It's all part of **The ARC Advantage**.

### 18 Locations in Six Cities

At ARC we make sure you are seen when you need to be seen. We have 18 locations in six cities throughout the Greater Austin Area serving the Central Texas community. The ARC Map of Locations below can help you to find a location convenient for you near home, school, or work.

### Same-Day Appointments

When you need a physician, there may be times when your physician cannot see you personally. When that happens, you can see another physician at your doctor's office or at another ARC location.

### Daytime Urgent Care

If you need to be seen and your doctor is not available, you can book an appointment at one of our Urgent Care Centers. You do not need to be an established patient to see an Urgent Care physician. That makes them perfect for out-of-town guests who may need to see a doctor.

We have three daytime urgent care clinics open Monday thru Friday, 7:30am–5:00pm, located at ARC Far West (512-346-6611), ARC Round Rock (512-244-9024), and ARC Southwest (512-282-8967).

It is always a good idea to call ahead and make an appointment—even in your car on the way to the clinic.

### After Hours

If you are not feeling well in the evening, on a weekend or during a holiday, call the After Hours Clinic for advice or an appointment (512-346-6611). We have After Hours Clinics at **ARC Far West**, **ARC Round Rock**, and **ARC Southwest** that are open Monday thru Friday 5:00pm–9:00pm, and Saturday & Sunday 8:00am–4:00pm. **ARC Cedar Park** also offers After Hours care on Mondays 5:00pm–9:00pm, and Saturdays 8:00am–4:00pm. You do not need to be an established patient to see an After Hours physician, however, please call ahead and make an appointment to minimize your waiting time.

### All-Night Phone Nurse

If you are not feeling well in the middle of night and need advice, call (512) 346-6611. Our **All-night Phone Nurse** can give you advice, call an on-call physician, or make an appointment for you to be seen the next morning.

### Online Appointment Requests

You can request appointments by visiting our website at [www.AustinRegionalClinic.com](http://www.AustinRegionalClinic.com). We encourage you to use the online appointment requests any time day or night!

