

September 21, 2026

Dear Patient,



I hope this letter finds you in good health. I am writing to inform you of an upcoming change which may affect your health care. After 25 years of practicing family medicine at Austin Regional Clinic (ARC), and after much thought and consideration, I have decided to retire from my regular practice at ARC Round Rock and transition to work intermittently, as needed, to help my ARC colleagues.

- **Tuesday, October 27, 2026**, will be my last day seeing patients regularly at **ARC Round Rock**.

Please disregard this letter if you are not a regular patient of mine, your care at ARC will not change.

It is very important to me as well as ARC that you maintain continuous health care. ARC's electronic medical record system allows your records to be accessed from any ARC location and ensures that both my notes and your medical records will be available for your future care.

At ARC it is our standard that we support our partners and take care of each other's patients. I have complete trust that my colleagues are more than happy to welcome you to their practice and will take excellent care of your health. No matter where you live, in and around Round Rock there is likely an ARC within 20 minutes with clinicians who are seeing new patients.

I recommend these family medicine (FM) and internal medicine (IM) physicians and advanced practice clinicians (APCs) at the following ARC locations:

ARC Round Rock

- Kristine Chen, MD (FM)
- Swati P. Jadhav, MD (FM)
- Urooj B.N. Jaffer, MD (FM)

ARC Sendero Springs

- Sandeep Badyal, MD (FM)
- Jacqueline R. Karathra, MD (FM)
- Harinder P. Kaur, MD (FM)

ARC Hutto

- Jenny S. Choi, APRN, MSN, FNP-C (FM)
- Deanna L. Mendoza, MSN, APRN, FNP-C (FM)

ARC Kelly Lane

- Satinderjit Kaur, DO (FM)
- Holly A. Leal, PA-C (FM)
- Sangeetha Mariappan, MD, MPH (FM)
- Alicia K. Marrah-Pierson, MSN, APRN, FNP-C (FM)

ARC Pflugerville

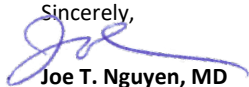
- Mini Gopalan, MD (IM)
- David C. Gray, MD (IM)
- Hector M. Sanchez, MD (IM)
- Rejani M. Thomas, APRN, MSN, FNP-BC (FM)

Next Steps:

- ☐ **Notify your insurance company of your new primary care provider (PCP)** if your plan is a commercial HMO, Medicare Advantage HMO or PPO, or your plan requires you to inform them of a change in PCP.
- ☐ **Schedule your next appointment** in any one of the following ways:
 - Schedule directly at **MyChartARC.com**, or on the MyChart app if you have an ARC MyChart account.
 - Click **BOOK NOW** at FamilyMedicine.ARC.clinic or InternalMedicine.ARC.clinic.
 - Call **512-ARC-INFO (512-272-4636)**, and press "1" to speak with a scheduler, anytime 24/7.
- ☐ Call **512-ARC-INFO** and press "6" for guidance on choosing a new doctor or APC, or you can also read about our family medicine and internal medicine physicians and APCs at FamilyMedicine.ARC.clinic and InternalMedicine.ARC.clinic.

I am truly grateful to you for entrusting me with your health and allowing me to be your doctor.

Sincerely,



Joe T. Nguyen, MD

Family Medicine Department | ARC Round Rock

After Hours &
Same-Day Care
Allergy & Asthma
Audiology

Cardiology
Clinical Research
Dermatology
Ear, Nose & Throat (ENT)

Endocrinology
Extensivist Medicine
Family Medicine
Gastroenterology

General Surgery
Internal Medicine
Neurology
Obstetrics & Gynecology

Orthopedics
Pediatrics
Podiatry
Reproductive Medicine

Rheumatology
Sports & Musculoskeletal
Medicine