

April 22, 2024

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 much thought and careful consideration, I have decided to relocate my practice on Mondays and Wednesdays from ARC South 1st and will now see patients exclusively at ARC Dripping Springs, located at 27600 Ranch Road 12 Building 1, Dripping Springs, TX 78620.

- **Wednesday, May 29, 2024** will be my last day seeing patients at ARC South 1st.
- **Monday, June 03, 2024** will be my first day seeing patients full time at ARC Dripping Springs.

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. Our 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. If you have been receiving care at ARC South 1st, you are welcome to transfer to the ARC Dripping Springs location or by our convenient telemed visits, but I understand if you want to stay in South Austin. **I recommend the following family medicine (FM) and internal medicine (IM) physicians and advanced practice clinicians (APCs) at ARC South 1st:**

- Salima A. Ali, MD (IM)
- Elisabeth (Betsy) Blank, MSN, APRN, FNP-C (FM)
- Meagan R. Delaney, APRN, MSN, FNP-C (FM)
- Jordan D. Hartman, MD (FM)
- Jonathan A. Lee, MD (FM)
- Zayd N. Nashaat, MD (IM)

Next Steps:

- Notify your insurance company of your new primary care physician (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 ARC MyChart app, if you have an ARC MyChart account.
 - Click **BOOK NOW** at ARCfamilymedicine.com or ARCinternalmedicine.com.
 - 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 you can also read about our family medicine and internal medicine physicians and APCs at **ARCfamilymedicine.com** and **ARCinternalmedicine.com**.



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

Sincerely,



Robert W. Norris, MD
Family Medicine Department | ARC Dripping Springs

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| After Hours & Same-Day Care | Cardiology | Endocrinology | General Surgery | Orthopedics | Rheumatology |
| Allergy & Asthma | Clinical Research | Extensivist Medicine | Internal Medicine | Pediatrics | Sports & Musculoskeletal Medicine |
| Audiology | Dermatology | Family Medicine | Neurology | Podiatry | |
| | Ear, Nose & Throat (ENT) | Gastroenterology | Obstetrics & Gynecology | Reproductive Medicine | |