

Dear Patient,

Our Harwich Port clinic is transitioning to our new location in Orleans. We understand that changes like this can feel uncertain, and we want to reassure you that your access to care remains our priority throughout this transition.

Because the Orleans location will have a smaller clinical footprint, we have made some adjustments to provider schedules and appointment templates to accommodate the new space. As part of this transition, we are also increasing the availability of Telehealth appointments to help support continued access to care.

Our care teams will continue to work with you to determine the most appropriate type of visit based on your individual needs, while ensuring that patients who need to be seen in person have the opportunity to do so.

Preventative visits will be most impacted by these scheduling changes, especially over the next 3 months. We understand the importance of these visits and recognize that having to reschedule can be frustrating. Please know that your healthcare needs do not need to wait until your preventative visit.

If your preventative visit needs to be canceled or rescheduled, you may be offered a Telehealth appointment in the meantime. Many needs can be addressed through a Telehealth or office visit, including annual lab orders, referrals, medication refills, reviewing results, and discussing health concerns. You do not need to wait for your preventative visit to have these needs addressed. Please be assured that our staff are working hard to minimize disruption and continue providing compassionate, timely care. As we all prepare to adapt to a new space, we appreciate your patience and understanding during this time of transition.

Thank you for your continued trust in us. We look forward to continuing to care for you at our new location in Orleans.

Sincerely,

The Outer Cape Health Services Care Team