

# Patient Transition Support for Heal patients in CA, MD, VA, and DC

## Appointments

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If you or your family member has an upcoming Heal visit already scheduled before 8/31/21, we still plan on seeing you. If your next appointment is after 8/31/21, please reschedule in the Heal app or at [my.heal.com](https://my.heal.com), or give us a call at 844.923.4325, so that we can attempt to adjust your appointment date to occur before 8/31/21.

If you would like to schedule a new appointment, you will still have the ability to do so, as long as the visit date is before 8/31/21.

Please note we are no longer accepting new patients in California, Washington D.C., Maryland, or Virginia, but we will continue to serve existing patients until 8/31/21.

## Your provider

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We are supporting all affected providers on their transition. As we are notified about where your provider will be practicing next, we will make an effort to keep you informed.

## Finding a new provider

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If you are looking for a new Primary Care Provider or medical practitioner, the easiest way is to reference your health plan's online directory as they will always have the most real-time in-network information. You can do this by visiting their website or calling the number on the back of your insurance card. If you need additional support, please contact our dedicated team and we are happy to assist you.

## Medical Records

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We are happy to provide you or your new practitioner with copies of your medical records. You may request copies of Heal Doctors medical records by calling 844.923.4325 or emailing [info@Heal.com](mailto:info@Heal.com). We also encourage you to use the Heal app or at [my.heal.com](https://my.heal.com) where your care plans, lab results and vaccine records are shared with you.

## Medications

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Your provider can still prescribe medication or refill your prescriptions - be sure to schedule an appointment with your provider before 8/31/21.

