



18 December 2023

Dear Valued Patient,

It is with a mix of emotions that I write to inform you of an important change in our medical practice. After much consideration, I have made the difficult decision to close Pacific Urgent Care and Wellness Center in Pacific Beach.

This decision was not made lightly, and it comes after careful thought about the best way to ensure the continued well-being of our patients and staff. Our practice has been a source of great joy and fulfillment, and it is with a heavy heart that I convey this news to you.

As of this date we have concluded our medical services in Pacific Beach. Although many of you used us for urgent care, I want to assure you that your health and continuity of care are of utmost importance to me. Some of you used us as a default primary care provider, as your insurance allowed it. In either case, it is crucial that you promptly make new arrangements:

1. Establish care with another healthcare provider.
 - a. I recommend reaching out to your health care plan or insurance provider to obtain a list of available physicians in your network. They can assist you in finding a suitable healthcare professional who will meet your medical needs.
2. Transferring your medical records.
 - a. If you would like to transfer your medical records to your new healthcare provider, email a release of records to info@pacificbewell.com or a letter to the above address, to initiate the process. We will make every effort to facilitate a smooth transition of your health information.

It has been an honor and a privilege to serve you. I am sincerely grateful for the trust and confidence you have placed in our practice. I understand that change can be challenging, and I want to express my deepest gratitude for allowing us to be a part of your health journey.

I wish you all the best in your future healthcare endeavors, and I hope you find a provider who continues to meet and exceed your expectations. If you have any questions or concerns during this transition, please do not hesitate to contact our office.

Thank you again and I wish you the best of health.

Sincerely,

Joseph Moore, MD