

## Important Announcement to Our Valued Patients

**\*\*PLEASE READ\*\***

July 26 - 2024

We are thrilled to announce that Dr. Lauren Hite, MD., Internal Medicine Specialist, has kindly stepped in earlier than originally planned to provide you with the care you need. Although her official start date was set for September, Dr. Hite's early arrival has allowed us to offer immediate care. However, due to this early start, we have **not yet completed her Credentialing Process** with insurance companies. This means we are temporarily unable to bill visits to your insurance until the process is completed. This process is handled by the insurance companies and may take anywhere from 30-90 days.

To continue providing you with the care you deserve during this transition, we have temporarily adjusted our self-pay rates. The fee for new patients is now \$97, and for established patients, it is \$87. We understand this may be an inconvenience and appreciate your patience as we work through these changes. We will provide you with an itemized summary of fees and services, which you can submit to your insurance for potential reimbursement.


Our **call volume** is exceptionally **high**, and we are in the process of transitioning to a new electronic medical record system. This transition is causing **longer wait times during calls and visits** as we adjust to the new system. If you are unable to reach the office via our telephone lines, please send an email to [Info@QuasarHealthSolutions.Com](mailto:Info@QuasarHealthSolutions.Com) Our dedicated Patient Care Coordinator Sara Reig, will be monitoring and responding to the emails.


Dr. Hite is taking the time to thoroughly review each patient's condition, and while this may take additional time initially, it will lead to **improved care** as we move forward. We appreciate your understanding and patience during this period of adjustment.

We are committed to delivering the highest level of care and are updating policies and establishing new systems to enhance your experience. We ask for your **consideration** of both other patients and our dedicated team of providers, clinical staff, and administrative personnel as we navigate these changes.

We look forward to building a strong **partnership** with each of you. Like any relationship, this will require **trust, patience, respect, and understanding**. Thank you for your continued support.

### Quasar Health Solutions

 [\(252\) 756-3713](tel:(252)756-3713)

 3282 Charles Blvd, Greenville, NC 27858

 [info@quasarhealthsolutions.com](mailto:info@quasarhealthsolutions.com)