

Important Announcement Regarding the Closure of Rawles Psychological Services

To Our Valued Patients, Staff, and Stakeholders,

It is with sadness that we announce the closure of Rawles Psychological Services, www.RawlesPsych.com, effective April 30, 2025. For over 23 years, we have been honored to serve our Hampton Roads community, upholding our motto of “Confidential, Caring, Competent, Compassionate, and Culturally Sensitive” while providing dedicated mental health care to individuals and families. We understand that this news may be difficult to receive, and we want to express our sincere gratitude for your trust and support throughout the years.

The decision to close our doors was not made lightly. It stems from the increasingly challenging political and financial climate for mental health practices, specifically the recent and significant freeze and failure of insurance reimbursements from public insurance programs. These policy changes have created an unsustainable environment for our practice, making it impossible to continue providing the quality of care you deserve.

We recognize the impact this closure will have on our patients, and we are committed to ensuring a smooth and supportive transition. Our priority is to safeguard your well-being and maintain the confidentiality of your records. To that end, we are actively implementing the following measures:

- **Secure Record Access and Transfer:** We established secure procedures for you to access your medical records or transfer them to another qualified mental health provider of your choice now and many years after April 30, 2025. If you desire to request your records please email our HIPPA compliant email at recordsrequest@rawlesassoc.com. Please include in the email: **first and last name and DOB and name of provider**. Given the anticipated large volume of requests. Please do not call the office. Email will be the most efficient method to request such records.
- Additionally, our dedicated fax number **(866) 730-6583** will remain available for records request for many years. Please include the first and last name and DOB.
- **Medication Management Active Patients** –Your current prescriber will be reaching to provide a 90 day refill supply to active patients.

Referral Assistance: We are compiling a comprehensive list of reputable mental health agencies and providers in the area. Our staff will be available to assist you in identifying appropriate referrals and connecting with these resources. Also, in the coming weeks as our providers determine their future practice locations; we will post that information on our Facebook page

- **Continued Care Until Closure:** We will continue to provide our full range of services until April 15, 2025. We are committed to maintaining the continuity of your care during this transition period.
- **Open Communication:** We understand you may have questions and concerns. We encourage you to email our Practice Manager, Ms. Cathy Clay at cathyclay@rawlesassoc.com, for further information and support.

We deeply regret the necessity of this closure. We are profoundly grateful for the opportunity to have served you and your families. We understand that the current challenges within the mental health care system are impacting many, and we hope that this situation will bring increased attention to the urgent need for sustainable funding and support for mental health services.

Thank you for your understanding and continued trust.

Sincerely,

Dr. Portia Rawles

CEO of Rawles Psychological Services &
CEO of Access Behavioral Health Urgent Care