



Subject: Important Update About Complete Healthcare Services (Silsbee) Clinic Transition

Dear Valued Patient,

We are writing to inform you about an important change regarding the Complete Healthcare Services clinic at Silsbee, TX. Our providers at this location have decided to pursue other opportunities in their careers leaving us with limited time to backfill their positions. **After careful consideration, we have made the difficult decision to close the physical Silsbee location on 08/21/25** due to not being able to find an in-person provider to help take care of your medical needs. We realize that this is extremely short notice and we're ready to help make this a smooth transition for all of our patients. Please read below on how we plan on addressing this issue:

Continue your care with excellent in-person and virtual providers

We understand that this transition may raise concerns about access to care. To ensure an uninterrupted and seamless transition, we are offering the following options:

1. Transition to Our Other Location:

- **Complete Healthcare Services, Jasper, TX** : Home to exceptional providers ready to meet your healthcare needs.

2. Virtual Care Option:

- **Ashlee Green, NP** will be made available as your virtual provider in the short term. Ashlee works at our Jasper location and can virtually assist you with medication refills, follow-ups, and more.

These are the next steps you can take

In order to help us manage a smooth transition of your care, please follow the below steps:

1. Call the **Jasper clinic number** to connect with our staff at (409) 384-3430

2. Our Office staff will help you get an appointment to be seen by a provider (either in person or via telehealth) and will also ensure all your concerns are addressed promptly.
3. That is all you need to do. We will be handling all of the medical records transition to your new providers. You do not have to worry about this at all.
4. If you are on our Chronic Care Management (CCM) program, your designated Nurse will be calling you and helping you with all of your needs.
5. If you have access to your web portal, you can send messages and/or request medication refills from there as well.

Medication refills

If you are concerned about your medication refills, please do not worry. You can:

- Request refills through the virtual provider, Ashlee Green, NP.
- Call the clinic number (409) 384-3430 to ensure your prescriptions are handled seamlessly.

Our commitment to you

We deeply value the trust you have placed in us and are committed to making this transition as smooth as possible. Our Jasper location is ready to welcome you, and our team is here to answer any questions or concerns you may have.

If you have any further questions or need assistance, please don't hesitate to reach out by calling the clinic number. We are here to support you.

Thank you for your understanding during this transition.

Warm regards,
Complete Healthcare Services team