

Hello,

As many of you have experienced, I am continually trying to look at the big picture for your health, how to better balance work/ life, and the stress that affects your health. Recently, I had to look at my own work/life balance, which has led me to the difficult decision to discontinue most of DHW's medical services. I cannot tell you how appreciative I am to you and for the last 10 years as a Physician Assistant. This decision has been a long and arduous process for me. From a personal and professional point of view, I understand how important it is to have a different point of view, a more open approach to medical care, and the difficulties to find a provider.

**Effective July 28, 2022 we will no longer accept health insurance and will only be able to accommodate care for roughly 200 patients on a self-pay cash based fee for service. We have not offered primary care services in our office since 2020 and we will continue to NOT OFFER ANY PRIMARY CARE.** We will only be managing those “extras” such as: thyroid care, hormone replacement, cholesterol management, weight management. **We will no longer offer any acute/sick visits.** You must come in for office visits, we are unable to complete Telehealth visits for patients living in and out of state.

The hours for medical care will be one day a week in Durham and the remaining days will be reserved for anti-aging services such as: B12 injections, injectables, skincare procedures in our Raleigh and Durham offices. The online supplement and skincare store will remain open if you want to continue to take certain medical grade supplements that are only sold through medical offices. If the lack of health insurance deters you from continuing care at our office, but you would like to continue to purchase supplements, you may continue to do so. I understand how hard it is to get medical grade supplements online and trust the source.

The prices for office visits will be \$350 per 30 minute follow-up appointment, which would include a determined amount of time to respond to portal messages associated with the followup and a prior authorization, if needed, related to medications required. Lab draws will still be with Quest and/or Labcorp with the use of your health insurance. We will also provide the appropriate billing form for you to submit to your insurance company, as we will be an out-of-network provider. The practice also must opt out of Medicare, so I will be an out-of-network provider.

We suggest Duke Primary Care, UNC Primary Care, Avance Primary Care, Durham Family Medicine, Chapel Hill Primary Care or any Raleigh Durham Medical Group Primary Care office for your continued care. To find a functional medicine provider we recommend A4M and IFM (Institute for Functional Medicine) find a provider tool on their websites. For weight loss, please use find a provider with the Obesity Medical Association. [Please click the link for the medical release form](#) and once received with all information filled out, we will start faxing medical records to your provider.

Thank you all again for allowing me to be a part of your care over the last 10 years.

Sincerely,

Colleen Prince, RD, PA-C, ABAAHP