

Dear Patients,

We started Zoe Primary Care two years ago to fulfill our vision of combining physical and mental health care for our patients, and we are proud to have served over 3,000 patients during this time. Despite the dedication of our team and the support of our patients, ongoing financial and operational challenges have made it impossible for us to continue operating. It is with great sadness that we announce that Zoe Primary Care will cease operations on **October 16, 2026**.

We will continue providing care through **October 14, 2026**, to the extent reasonably possible, while encouraging patients to establish care with another provider. Because uninterrupted medical care is important, **we encourage you to take immediate steps to transition your care to another primary care provider**. Please scan the QR code/visit the link below for a list of other primary care practices in the area. You can also stop by our office to pick up a copy of this list or find providers online, through your insurance program, or through the local hospital.



We will do our best to accommodate our patients' needs over the coming weeks and strongly encourage that patients contact us sooner rather than later, especially if they have a serious or complex medical condition, such as:

- Active cancer treatment
- Pregnancy
- Scheduled surgery with pending postoperative care
- Terminal illness
- Recent hospitalization
- Active behavioral health issues

In addition, patients who receive prescriptions for controlled substances should contact us as soon as possible to facilitate a safe transition of care, as these medications often require ongoing monitoring and Zoe Primary Care will not be able to refill or prescribe these medications after the practice closes.

During this transition, please do not delay seeking care for urgent or emergency medical needs. If you are experiencing a medical or mental health emergency, call 911 or go to the nearest emergency department immediately.

To facilitate continuity of care, you have the right to request a copy of your medical records or to have your records transferred directly to another health care provider of your choice. Upon receipt of your written request, your records will be provided within a reasonable time. There will be no charge for providing a copy of your records. Please scan the QR code/visit the link below to access our records request form or stop by our office to pick up a copy of this form.



To help avoid delays, we encourage you to submit any request for copies or transfer of your medical records before October 16, 2026. You may submit your completed request form to:

Zoe Primary Care

4191 Innslake Drive, Suite 212

Glen Allen, VA 23060

Phone: 804-303-9622

Fax: 804-716-4318

Email: contactus@zoerva.com

Following the closure of Zoe Primary Care, ZoeRVA Health will serve as the legal custodian of your medical records after October 16, 2026. Requests for copies or transfers of your medical records **after October 16, 2026** should be directed to:

ZoeRVA Health

2808 Fox Chase Lane

Midlothian, VA 23112

Phone: 804-303-9622

Fax: 804-716-4318

Email: contactus@zoerva.com

Thank you for entrusting us with your primary care. Although Zoe Primary Care is closing, ZoeRVA Health will continue providing behavioral health services in the community and, where appropriate, may continue to serve you as a behavioral health resource. We wish you the very best in your future health and well-being.

With gratitude,

Your team at Zoe Primary Care