

KAUAI COMMUNITY HEALTH ALLIANCE

www.kauai-medical.org

July 17, 2024

Dear Friends and Patients:

We are saddened to inform you that, due to a combination of circumstances including, but not limited to, labor shortages, provider loss, insufficient insurance reimbursement rates, and increasing costs, after nearly 30 years of caring for our community, Kauai Community Health Alliance (Hale Lea Medicine and The North Shore Wellness Center) will be permanently closing on the following dates:

Hale Lea Medicine: all clinical services including pediatric, adult, and senior healthcare, urgent care services, women's healthcare, sexual & reproductive healthcare services, work injury (worker's compensation), health screenings, preventive medicine education, and all other services will end on **Thursday, September 7, 2023**. [**Note:** Administrative staff will assist with transitioning medical records and emergency refills of medications for several weeks following the close of clinical services.]

North Shore Wellness Center: mental health services, physical therapy and rehabilitation services, acupuncture, massage, complimentary & integrative healthcare services will end on **Thursday, August 31, 2023**.

It is important that you continue with appropriate medical care. You should establish contact with another provider or group as soon as possible.

To help you find another provider or group, the following information is offered:

- Your insurance provider will be an excellent source of referrals to available PCPs
- If you are in a managed care situation -- Quest, HMSA-HMO, Akamai Advantage (HMSA Medicare), Humana-HMO, and all other HMO plans -- you may need to contact your healthcare insurer for a referral to a new PCP
- Workers Compensation (work injury) patients may need to contact the Department of Labor, Disability Compensation Division, Kauai Branch: 808-274-3351
- Chrysalis Medical (concierge services only) (Princeville): 808-826-4005
- North Shore Medical Center (Kilauea): 808-828-1418
- Kapaa Clinic (Wilcox Group): 808-822-3431
- The Clinic at Kapaa (HHSC, Samuel Mahelona Campus): 808-823-4157
- Ho'ola Lahui (Federally Qualified Health Center) (Kapaa): 808-240-0170
- Kauai Medical Clinic (Lihue): 808-245-1500
- Kaiser Permanente (Lihue): 833-833-3333

- Makana Urgent Care (Princeville): 808-320-7300 [**Note:** Makana does not offer primary care provider (PCP) or emergency department (ER) services; rather, Makana is available for same day minor urgent care needs.]
- Motor Vehicle Accident (No-Fault): You may need to contact your insurance company
- For **counseling and mental health services** -- please discuss with your current therapist or visit our website for additional referral sources.
- For **physical therapy services** -- please discuss with your current physical therapist or visit our website for additional referral sources.
- For other modalities (**acupuncture, therapeutic massage**) -- please discuss this with your current therapist or visit our website for additional referral sources.

The enclosed HIPAA-compliant **authorization form is necessary to release a copy of your medical records** to you or a new provider. Please complete the form and return it as soon as possible. Our office will remain open for administrative purposes until October 15, 2023. Upon receipt of the signed form, our office will forward a copy of your medical records to any provider you designate. For your information, Wilcox imaging records should always be available directly from Wilcox. Laboratory reports should always be available from the lab (DLS or Clinical Labs). Lastly, medication histories should always be available from the pharmacy at which you fill your medications.

After the close of this practice, information on how to send signed requests for copies of medical records may be found on our website: <https://kauai-medical.org>.

Once again, it has been a profound trust and honor caring for you and your families for all these years. As a non-profit facility, we are beyond grateful to the many generous donors who kept access to healthcare alive in our community. Their generosity, along with our incredibly hard-working staff, allowed for nearly three decades of continuous care to our Eastside and North Shore Ohana. We wish we could have served our community indefinitely. It goes without saying, we will miss each and every one of you.

Aloha pumehana ... with warm aloha,

Entire Staff at Hale Lea Medicine and the North
Shore Wellness Center