

Patient and Customer FAQ

Closing Locations

1. How will the changes to AOS affect me?

Your location is closing. We are working hard to ensure that our patients are transitioned to other healthcare providers to ensure continuity of care. It is our intention that all of our patients be connected with alternate service providers.

2. I have an appointment scheduled. Is it still going to occur?

Unfortunately, our facilities have been closed and all patient appointments have been cancelled. However, we are happy to work with you to find an alternate service provider to ensure that your healthcare needs are met.

3. What is going to happen to my medical records?

All medical records, patient care, and payment processes will be handled according to applicable regulations and state requirements.

4. Can I order new products from your location?

No. This location is no longer able to place orders for patients.

“Keepwell” and Sale Process Locations

1. How will the changes to AOS affect me?

Our practice team is working hard to ensure that you, as the patient, see very little difference during the transition process. We are committed to minimizing disruption to patient care with the support of our excellent physician partners and employees.

2. Can I continue to see my same doctor?

While there may be some back office changes to the practice, we anticipate that your doctor will continue to practice at this location. You should see no change to the quality or source of your care throughout the transition.

3. I have an appointment scheduled. Is it still going to occur?

Your appointment should still go on as planned. As always, if there are necessary changes due to availability or conflicts, our practice will contact you directly.

4. What is going to happen to my medical records?

While there may be some back office changes to the practice, our upkeep and maintenance of medical records will continue as normal. All medical records, patient care, and payment processes will be handled according to applicable regulations and state requirements.

5. Can I order new products from your location?

[Sale Process Practices] Locations that are subject to the sale process are open for business as usual and new products may be ordered.

["Keepwell" Practices] We fully expect to be able to order your product in the future; however, due to the transition, we are unable to place product orders at this time. Please check back with us in two weeks.