

Our primary care is you.

*Administration Office*

Dear Community Partner/Vendor,

This letter is to inform you of some upcoming organizational changes at Tallahassee Primary Care Associates ("TPCA"). Our practice is undergoing some restructuring and changes. Select physicians have announced their departure and other departures may also take place.

Additionally, some of TPCA's ancillary services will be transitioning and no longer offered. Shared below are additional details about the services impacted and important instructions.

**TPCA Lab**

The onsite laboratory will be ending services as of February 28, 2025 and patients will be directed to another laboratory for all future lab needs. See below for specific instructions:

- Discontinue sending lab orders via fax. These will not be ordered in our system after February 1, 2025. Outside orders already received will be honored through February 28, 2025.
- For lab results, please call 850-942-6624 ext. 3 through February 28, 2025. After this date, call the patient's primary care office to have the results faxed to you from the EMR.
- Beginning February 17, 2025, the Lab will be open 6:30am – 3:00pm

**TPCA Diagnostic Services Center**

TPCA's onsite Diagnostic Imaging Services will be ending services as of February 28, 2025. Beginning February 3, 2025, operating hours will be 8 am – 4 pm for walk-in x-ray exams. All other exams are by appointment only. We will no longer accept faxed diagnostic orders after February 7, 2025. The faxed orders will be sent back with a note on the order to kindly refer the patient elsewhere for their exams.

Our dedication to providing excellent healthcare to patients remains the top priority during this transition.

During this transition, patient's medical records can be requested online at [www.tallahasseeprimarycare.com/medical-records](http://www.tallahasseeprimarycare.com/medical-records). If you are a legal representative of a patient (physician office, custodial parent of a minor, Power of Attorney, court-appointed guardian, etc.), submit your request by email to [status@healthmark-group.com](mailto:status@healthmark-group.com) or send a fax to 800-833-5935. You may be required to submit supporting documentation to complete the request.

For any individual updates on our affiliated physician offices, we recommend contacting that specific office to confirm their current contact information and any individual updates.

We are grateful for the trust you place in our team and remain committed to providing outstanding healthcare services to our community.