

**FREQUENTLY ASKED QUESTIONS AND THINGS TO KNOW**

**REGARDING**

**DISCONTINUANCE OF SERVICES AT SCHC WOMEN'S CARE OF  
LAKELAND**

**Q)** If I'm a former patient what happens to my records?

**A)** Your records will be retained and protected in accordance with applicable federal, state, local and company laws and regulations.

**Q)** How can I get copies of my records?

**A)** By completing a release of information form we can provide you copies of your records at no charge. If you inform us who your new provider is or will be we will provide the pertinent records directly to that provider.

**Q)** If I'm an active patient what happens to me?

**A)** We are in the process of communicating with all patients, past and present. We will work with you to find a suitable new medical home. Ultimately the decision on where you will continue your care is yours. As of today, we have agreements with nearby OB/GYN providers to accept you as a patient or you can choose to stay with Suncoast Community Health Care Centers at one of our other clinics in Hillsborough County.

**Q)** Who do I speak with if I have questions that cannot be answered here?

**A)** You have many options. First, try your care team at 863.940.2908. Second, if you have basic questions you can call our Call Center at 813.653.6100 (wait times can be long). Third, if you use our portal you can send a web message to your team. Also, you can write to us through our webpage at this link: <https://suncoast-chc.org/provide-feedback/> we will do our very best to answer you within one workday.

**Q)** I like my provider, why can't I stay with my provider?

**A)** That will depend mainly on where your provider's new work location is. Regardless, we will do everything possible to accommodate you and help you find a new provider. Please contact us for assistance.

**Q)** Why is this happening?

**A)** This was a difficult decision. Years of surveys showed high patient satisfaction. In order to continue providing high quality affordable care through our other clinics in Hillsborough County we decided to make a change.

**Q)** What happens if I have a question after the Lakeland clinic closes?

**A)** Suncoast Community Health Centers remains active and thriving in Hillsborough County. You can still reach us at 813.653.6100.