



Corporate Office
1955 West Main Street • Salem, Virginia 24153

July 10, 2015

Dear Patients,

As you know, PCA Healthcare will soon become part of Carilion Clinic. The providers, staff and I are very excited to join the Carilion family.

PCA Healthcare and Carilion share the same philosophy about the practice of medicine. We believe in an evidence-based, patient-centered approach that emphasizes coordination of care and keeping people healthy. As a patient, you'll receive the same care and compassion from your primary-care provider. You also will have access to additional resources as part of Carilion.

We have been in the planning phases for several months, and I wanted to let you know that we expect to complete this transition as of Friday, July 17. Our offices will be closed on Friday, July 17 to prepare for opening on Monday, July 20. Our new practice name will be Carilion Clinic PCA.

We want to make this transition as easy as possible for you and for all of our patients. If you choose to continue as a patient with Carilion Clinic PCA, you do not need to do anything in regards to your medical record. There will be some changes to our office locations and allergy procedures. The enclosed "Quick Facts" flyer lists those changes.

We look forward to remaining your healthcare provider of choice, but we are here to help if you choose to transfer to another provider. To transfer or obtain a copy of your medical record contact your current PCA office for a Transfer Request Form or Medical Record Request Form, as appropriate. After you return the form and the request is processed, your medical record will be available for you to pick up or sent to another provider of your choice within a reasonable time. There will be no charge for copying your records and providing them to you or forwarding your records to your chosen provider. The contact numbers for our current offices are:

- West Salem Medical Center: 540-387-0441
- Lee-Hi Medical Center: 540-776-5656
- Daleville Medical Center: 540-992-5994
- Floyd Family Medicine: 540-745-5700

If you need help finding a physician in a different office, please call the physician referral line for Carilion Direct at 800-442-8482.

We are here for your health care needs, now and in the future, and we look forward to working with you toward better health as part of Carilion Clinic PCA. If you have any questions or would like additional information, please reach out by contacting our office at 540-387-0441.

Sincerely,

Edward J. Polverino, D.O.
President, PCA

Quick Facts: PCA Transition to Carilion Clinic

Office Locations

Beginning Monday, July 20 you will receive care from your doctor as a Carilion provider using Carilion's upgraded electronic health record.

PCA Floyd Office

249 Franklin Pike, Floyd

Phone: 540-745-5700

- No changes in the provider or phone number

PCA Apperson/Lee-Hi Office

1818 Electric Rd, Roanoke (New Location)

Phone: 540-772-8950

- On Monday, June 20, the office on Lee Highway (Apperson Drive) will move to newly renovated space at 1818 Electric Road, across from Keagy Village
- Dr. Leong, Dr. O'Hagan and Kelsey Hayden, P.A. will see patients here
- This site also will be home to a new VelocityCare for urgent care services (opening Monday, July 27)
- The phone number has changed at this site

PCA Daleville Office

150 Market Ridge Lane, Daleville (New Location)

Phone: 540-966-0400

- On Monday, July 20, Dr. Andrews will relocate his practice to join the Carilion Clinic Family Medicine practice at 150 Market Ridge Lane, across the road from the current location
- This office opens at 7:30 a.m., has extended evening hours for acute visits for established patients, and is also open Saturdays, 9 - 11 a.m.

PCA West Salem Center

1935 W. Main Street, Salem

Phone: 540-387-0441

- No changes to providers or the phone number
- This site also will be home to a new VelocityCare for urgent care services (opening Monday, Aug. 3)

PCA Lexington Allergy Office

108 Houston Street, Suite F, Lexington

Phone: 540-463-2056

- No changes to provider or phone number

Information About Allergy Treatments

Allergy treatments will be available at two locations:

- The Salem location at 1935 W. Main Street beginning Monday, July 20 from Dr. Hoover
- The Carilion Clinic Allergy practice at 46 Wesley Road in Daleville beginning Tuesday, Aug. 4 from Dr. Hoover and Dr. Sane

Dr. Hoover will provide allergen therapies at the Daleville, Salem and Lexington locations.

- If you saw him in the Apperson Road location, call 540-387-0441 to reschedule appointments to one of the new locations

Dr. Andrews will no longer perform allergy immunotherapy in his new location.

- If you currently receive allergy treatments from him, contact the Carilion Clinic Allergy practice in Daleville at 540-591-9447 to schedule an appointment with either Dr. Hoover or Dr. Sane. The purpose of this appointment is to allow the physician to meet you, review the serum given by your allergist, and contact your allergist before giving your injection.

Driving Directions

From: Carilion Clinic PCA
1818 Electric Road, Roanoke

To: VelocityCare
4035 Electric Road, Suite A, Roanoke

- ⇨ Take a left onto McVitty Road SW
Follow 195 feet
- ⇨ Turn left onto Keagy Road
Follow 325 feet
- ⇨ Turn left onto Electric Road/VA-419
Follow 3.8 miles

**VelocityCare will be on your right just past
Starkey Road**

From: Carilion Clinic PCA
1935 W. Main Street, Salem

To: Carilion Clinic PCA/VelocityCare
1818 Electric Road, Roanoke

- ⇨ Take a left onto W. Main Street
Follow 1.1 miles
- ⇨ Use right lane to turn right onto W. 4th Street
Follow 1.1 miles
- ⇨ Turn right onto S. Colorado Street which turns
into Apperson Drive
Follow 1.8 miles
- ⇨ Turn right onto Electric Road/VA-419
Follow 1.6 miles
- ⇨ Turn left onto Keagy Road
Follow 325 feet
- ⇨ Immediately turn right onto McVitty Road SW

**Carilion Clinic PCA and VelocityCare will be on
your right**

VelocityCare

Urgent Care by Carilion

Blacksburg | 540-961-8040
215 Gilbert St

Christiansburg | 540-382-6000
434 Peppers Ferry Road

Daleville | 540-591-9440
46 Wesley Road

Oak Grove | 540-772-8900 - Opening July 27
1818 Electric Road, Roanoke

Roanoke | 540-772-8670
4035 Electric Road, Suite A

Salem | 540-375-8190 - Opening Aug. 3
1955 W. Main St.

Westlake | 540-719-1815
13205 Booker T. Washington Highway, Hardy