Important: AllerVie Health – Savannah is Permanently Closing

Transition Care to AllerVie Health – Pooler by November 30

We're writing with an important update about your allergy and asthma care. Due to unforeseen circumstances, AllerVie Health has made the difficult decision to permanently close our clinic in Savannah on November 30.

A decision like this is always a last resort, considered only after we've explored every possible avenue to ensure continuity of care**.** We would have loved to continue providing care in your community; however, despite our best efforts to maintain services, we're unable to sustain clinic operations.

While this was an extremely difficult decision, our priority remains supporting you through this change and ensuring you have access to continued care with trusted providers in the area.

How This Will Impact You:

- **Clinic Availability, Business Hours, & Appointments**
  - **Effective November 30, we will be discontinuing the following services:**
    - New patient visits
    - Ongoing follow-up visits and care for your diagnosis
    - Existing appointments after this date will be cancelled
    - Biologics or specialty pharmacy drug administration
    - Allergy immunotherapy injections (allergy shots)
  - **New patient appointments:** We're sorry for the inconvenience. If you have a new patient appointment scheduled between Wednesday, November 11 and Monday, November 30, a member of our team will contact you to cancel it and help you with next steps.
  - **Office hours through November 30:** Between now and November 30, our office will remain open and operate as normal to assist with your transition of care.
- **Recommendations for Continuing Care**
  - *You'll need to establish care with another allergy specialist as soon as possible to avoid interruption in treatment.*
  - If you'd like to stay with AllerVie Health, we have two nearby locations where we'd be happy to continue your care: Pooler, GA (17 miles away) and Richmond Hill, GA (18 miles away). All you need to do is let us know you'd like to transition your care, and we'll coordinate the rest.
    - **AllerVie Health – Pooler**
      1000 Towne Center Blvd, Suite 305 | Pooler, GA, 31322
      phone: 912.513.2015 | fax: 912.303.9356
    - **AllerVie Health – Richmond Hill**
      2658 US-17 | Richmond Hill, GA, 31324
      phone: 912.303.9355 | fax: 912.303.9356
- **Immunotherapy (Allergy Shots) & Biologic Injection Patients**

Our team will be contacting you this week to help you navigate this transition.

  - If you would like to transfer your allergy or biologic injections to another practice in the area, please submit the appropriate transition of care forms listed below and pick your serums/vials up from the clinic by **November 30, 2026**.
    - These forms can be downloaded from allervie.com in the "patient resources" section:

        - IT/Shot Transfer Form and Biologics Transfer Form (Within AllerVie Health Network)
        - IT/Shot Transfer Form and Biologics Transfer Form (Outside Providers)
      - Fax your completed request to our office at 912.303.9356 (Savannah) or email the forms to djenkins@allervie.com. You can also drop the forms off during business hours.
  - **Picking Up Serums/Vials**
    - **November 9 – 30:** Once you've completed and sent us your transition of care forms, you'll need to pick up your serums/vials from the clinic during normal business hours.
    - **After November 30:** All remaining serums/vials will be transferred to **AllerVie Health – Pooler** and maintained in accordance with proper safety guidelines.
- **Medical Records**
  - **Prior to November 30**, to request a transfer of your records to the physician of your choice, to you personally, or to your legally authorized representative, please download this medical records release and fax your completed request to our office at 912.303.9356 (Savannah). You may also email the request to djenkins@allervie.com.
    - *Our typical turnaround time for records requests is usually around 72 business hours; however, due to the anticipated high volume of requests, completion times may vary. We appreciate your patience as we work to process all requests as quickly as possible.*
  - **After November 30,** your medical records will be maintained by AllerVie Health and remain available to you upon request from our Pooler clinic (912.513.2015). Rest assured of the following:
    - Records will be retained in accordance with record retention requirements under state law. Please note that there may be a transition period during which files are not readily accessible as the medical records are transferred for long-term maintenance.
    - Additionally, in accordance with applicable state law, there may be a nominal fee charged for the transfer of records.
    - We will coordinate with our local staff to provide you with your medical records in a HIPAA-compliant manner. More information will be shared with you on this process.

We appreciate your trust in us and thank you for allowing us to be part of your healthcare journey. If you have questions about any of this information, please contact us prior to November 30.

Sincerely,

AllerVie Health
Leslie Soto, *Regional Vice President of Operations*

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