

Dear Patient,

Great news! Jordan Pacilla, NP, will continue caring for you!

Jordan Pacilla, NP, will continue caring for her patients at Stephens City Family Medicine, even though she is relocating to Pennsylvania. Starting in June, we're excited to introduce a **new hybrid care model**, which combines both virtual and in-office visits to make your healthcare more convenient, flexible, and personalized.

Why this is better for you:

- **Flexible options:** Many appointments—like follow-ups, and medication management—can now be done virtually. Connect with Jordan from anywhere in Virginia and save time without the need to travel to the office.
- **No tech worries:** Prefer to come into the office for your virtual visit? No problem! Our office has a dedicated setup for virtual visits, so you can receive care comfortably and easily.
- **Hands-on care when needed:** Jordan will be in the office a few days each month for in-person visits, offering hands-on services such as annual physicals, well woman exams, and procedures.
- **Safe & convenient:** Reduce time in waiting rooms and minimize travel while keeping your care on schedule.
- **Your trusted provider, always:** Jordan remains your familiar healthcare partner, ensuring the continuity, comfort, and trusted care you rely on.

Sick visits:

Many mild illnesses, such as colds, coughs, allergies, minor rashes, or follow-ups for recent illnesses, can be evaluated virtually. If your symptoms require an in-person exam, our staff will schedule an in person visit with another provider.

How testing works with virtual visits:

During a virtual visit, Jordan can order any necessary tests, such as blood work, imaging, or other lab work. Patients will complete these tests in person at a convenient lab, imaging center, or the office if available. Once results are ready, Jordan reviews them, and a nurse will contact you with the results and any follow-up instructions. This ensures you get the care and guidance you need while still enjoying the convenience of virtual visits.

Next steps:

When you schedule a virtual appointment, we'll send you a link by text message or email. This link is unique to your appointment, so please save it and use it at your scheduled time to connect directly with Jordan. If you already have an upcoming in-person visit, our team will reach out to help convert it to a virtual appointment and guide you through our secure, HIPAA-compliant telehealth platform.

We're confident this new approach will make your care easier, faster, and more personal than ever. Jordan looks forward to continuing to care for you—wherever you are in Virginia!

Warm regards,
Monica Hott, Office Manager