Frequently Asked Questions about Reagan's Clinic Closure

- **What is the last date providers will be available for appointments at Reagan's Clinic?**
    - September 9, 2025 will be the last day patients can schedule an appointment. Please call 256-258-8319 to schedule an appointment.
- **Why is the clinic closing?**
    - Closing the clinic is a heartbreaking outcome influenced by the current healthcare system that impacts expenses and revenue. After months of evaluation and deliberations, we concluded that our private clinic model cannot continue to deliver the quality and comprehensive care we believe children deserve.
- **Who do I contact with questions after the clinic closes?**
    - After September 9, 2025, Dr. Marc Hultquist will be available for questions via email at reagan@reagansclinic.com or 256-258-8319.
- **Will your hours change as Reagan's Clinic prepares to close?**
    - Until September 9, 2025 we will continue to be open Monday-Thursday from 8AM-5PM and Friday from 8AM-12PM.
- **Will you accept referrals?**
    - We are accepting referrals on a case by case basis. We will notify referring providers when a referral is declined.
- **Will provider availability change as Reagan's Clinic prepares to close?**
    - Provider availability will vary as the closure date approaches, but there will typically be 1-2 providers on site as usual.
- **What if I have an appointment scheduled after September 9th?**
    - If you have an appointment already scheduled for after September 9th, you can call to reschedule the appointment or transfer care and complete the visit with another office.
- **What if I have to no-show for an appointment?**
    - Due to limited appointment spots, we anticipate we will not have the capacity to re-schedule patients after a no-show.
- **Where can I express concerns or ask my unanswered questions related to the clinic's closure?**
    - For general concerns and questions, please contact us at info@reagansclinic.com
- **Where can I express medical concerns or questions related to the clinic's closure?**

    - For medical concerns and questions related to the clinic's closure, please contact us at reagan@reagansclinic.com. This may include questions regarding referrals, pending studies, and other care-related topics.
- **What should I do if I or a loved one needs a blue card?**
    - Please request your blue card as soon as possible. We will continue to receive requests for them, preferably via phone.
    - You can contact the Alabama Department of Public Health for a copy of your blue card.

Transferring Care

- **Will the providers be available at another location after the closure?**
    - Dr. Marc Hultquist is currently seeking opportunities in North Alabama.
    - Ms. Kresta Sunderman will be transferring her employment to a different scope of practice.
    - Ms. Kristi Krueger will continue to provide updates as they develop.
- **Where can I go to receive care after the closure?**
    - If Reagan's Clinic is a Primary Care Physician's office for you or a loved one, there are a few different options for transferring care. We recommend contacting your insurance to get a clear idea of which practices are in-network.
    - If Reagan's Clinic provided speciality care to you or a loved one, discuss options with your referring provider.
- **Options for your future care:**
    - List of Current Providers
- **What should I do about medication refills?**
    - Please put any medication refill requests in by September 5, 2025.
    - If medication refills are a concern, please discuss that with your provider.

Billing

- **How do I pay my outstanding balance?**
    - To pay your outstanding balance,
        - Please visit the Athena portal and pay online under the "Billing and Payments" tab.
        - Please call (256) 258-8319 to complete the transaction over the phone.
        - Come visit us in person to pay via cash, card, or check.
- **When does my balance need to be paid by?**
    - Please pay any outstanding balance by September 30, 2025.

- Contact us if a payment plan is needed.
- You can find whether your account has a balance via the Athena portal. We will also be contacting patients with outstanding balances.

Medical Records

- **How long will I be able to access my health information on Athena?**
  - Health information will be accessible to patients via Athena until the last day of September. If the information is no longer accessible via Athena, please follow the other instructions under "How can I get access to my medical records?".
- **How can I get access to my medical records?**
  - You can access your medical records
    - Via Athena Portal
    - By contacting reagan@reagansclinic.com (after September 30, 2025)
- **How can I obtain medical records from Reagan's Clinic?**
  - You can get your medical records
    - Online through the Athena Portal, you have the option to download your health records that were created while you were served as a patient at Reagan's clinic.
      Instructions:
      1. Once you log in to the Athena Portal, click "My Health" m on the left side of the web page.
      2. Click the "Health Records" tab at the top of the page.
      3. Select a date range for the records you would like to download.
      4. Enter the email address for the records.
    - Ask your new provider's office to send us a request for your medical records and those can be sent over via fax. Our fax number is 833-972-5515.
  - Medical Records generated from Reagan's Clinic can be printed upon request, under special circumstances. Fees may apply.
- **Will you provide my medical records to my new provider?**
  - Upon request, we can send your medical records to your new provider, once they complete a Medical Records Request. You can continue to request we send medical records to another office for a few months after our closing. After that, you will be notified of how to access your records. We will also continue to forward results once we know where you are establishing care.