

Dear Patient,

As many of you know, St Vincent's Hospital will be closing at the end of May. Callen-Lorde has been referring patients to this important, historical hospital since our earliest days when we were located at the LGBT Center across the street from St. Vincent's. We are saddened by the loss of this important health care source for our community and our hearts go out to the staff and patients of St. Vincent's.

Our first commitment is to you.

We want to assure you that during and after the hospital closing we will continue to provide quality care to you and all our patients as we welcome as many former patients of St. Vincent's as possible into our health center.

Some of you may be concerned about losing access to specialty medical or inpatient care. Despite the closing, this should not happen. While we have always referred some patients to St. Vincent's for specialty or inpatient care, our longstanding primary hospital partner is and has always been Beth Israel Medical Center. Our patients can continue getting their referral needs met at Beth Israel.

On a happier note, Callen-Lorde will soon be expanding our hours and adding new dental, medical and mental health providers to better meet your needs and accommodate some new patients. We are also focused on making sure our current patients gain easier access to same-day or next-day care, and to shorter wait times to see their own providers. Please continue to check our website (www.callen-lorde.org) for information about new hours and other new systems designed to help you get the services you need when you need them.

The loss of St Vincent's emergency room is another serious concern for our patients who live in Chelsea, Greenwich Village and the surrounding communities. We hope that our expanded hours and staffing will help meet some of the urgent (but non-emergency) needs of our patients. However, Callen-Lorde is not an emergency room, and we will not be open throughout the night nor every day of the year. Fortunately, there are several options for urgent care in our neighborhood, including a new Urgent Care Center (UCC) partially funded by the New York State Department of Health. We will continue to update you on what services the new UCC will offer as more details become available.

In closing, let me make clear that despite the challenges the hospital closing may bring over the next few months, Callen-Lorde will remain true to its mission of providing the highest quality care targeted to LGBT communities and welcoming to any and all who seek our services, regardless of ability to pay.

Thank you for entrusting us with your care.

Sincerely,



Wendy Stark
Executive Director