April 4, 2008

Thank you for taking a moment to read this important letter. As you know, since 1988 Candlewood Valley Pediatrics has prided itself in providing the highest quality and compassionate pediatric care for the families of New Milford and its surrounding communities. We wish to thank the patients of Candlewood Valley Pediatrics for their loyalty and confidence. We sincerely appreciate your trust in us and your referrals to other community members. We are fully committed to continue to provide this care.

In the past few months, four local primary care doctors who provided care to children have stopped practicing due to relocation or retirement: Dr. Birkmeyer (New Milford Pediatrics), Dr. Legris (Housatonic Internal Medicine), Dr. Gundy (Brookfield Pediatrician), and Dr. Macintosh (Kent Internal Medicine). These announcements were rather sudden and unexpected, and have resulted in a substantial number of children in need of a new physician. We, along with other primary care practices, are working to meet the needs of these new families.

Although we have always anticipated and planned for steady growth, this recent and ongoing influx of new patients has created some challenges for us in the office. We feel that it is important that you know we are beginning to implement new procedures to help better serve our patients in areas such as appointment scheduling and timely return of phone calls. We have recently adopted a new electronic medical records computer system that will assist us with more efficient medical record documentation. The search for an additional pediatric provider has also begun. Finding the “right” person (Physician Assistant, Pediatric Nurse Practitioner or Physician) with the qualities, personality, and dedication our patients deserve and that we expect can take months.

As CVP moves forward, we ask for your understanding and patience during this challenging transition. We also welcome any concerns or suggestions you have to help us serve you better. Again, thank you for your patience and understanding.

Most sincerely,

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Frank Fanella, M.D.
Matthew Abel, M.D.
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