



FORT NORFOLK  
PLAZA

Medical Associates, Inc  
301 Riverview Avenue #500  
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Office (757) 227-6866

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August 15<sup>th</sup>, 2023

Dear Patient of Dr. Nicole Donaldson:

Effective September 12, 2023, Dr. Nicole Donaldson will leave Fort Norfolk Plaza Medical Associates, LLC (the “Practice”) to pursue other opportunities but will not continue primary care.

As a patient of the Practice, we want you to know that all your medical records are, and will continue to be, kept confidential in accordance with applicable laws and regulations. Upon the departure of Dr. Donaldson from the Practice, your medical records will remain at the Practice unless otherwise requested to be transferred elsewhere. If you desire to remain a patient of the Practice after the departure of Dr. Donaldson, then you do not need to take any further action. You can continue to be treated by our Practice’s other primary care physicians, including Dr. Karen Washington. Or as an alternative, you may select a provider from one of the Bon Secours practice groups we partner with that can be found on our website [www.fortnorfolkmedical.com](http://www.fortnorfolkmedical.com), or by calling their physician appointment line at **757-215-2778**, and the agents that answer this line will ask for your address and then find a practice and provider convenient for you.

Copies of your medical records can be sent directly to you for a cost per the Code of VA § 8.01-413 (B), (\$0.50 per page up to 50 pages, \$0.25 for each additional page Search/handling fee not to exceed \$20.00 Plus all shipping costs), or to any other healthcare provider of your choosing.

A request for copies of medical records must be in writing and must include your full name, date of birth, contact information, and the specific records you are requesting. The letter must be dated and signed by either you or your legal guardian or representative. Please allow 15 days to process and provide your requested medical records.

Thank you for entrusting us with your healthcare, and we look forward to continuing to serve you in the future. If you have any inquiries or need assistance during this transition, please do not hesitate to contact our office at 757-227-6866.

Sincerely,

Keith Newby, M.D.  
President & CEO Fort Norfolk Plaza Medical  
Associates