

October 27, 2025

Philip G. Huff, MD Tiffany E. Madison, MD Robert Young, PA-C Andrea Castro, PA-C

Sandy Gilliard Practice Manager

Charity Q. Boulton, CMPE Chief Administrative Officer

Thank you for the trust you have placed in me as your primary care provider. It has been an honor to care for you and your families through all seasons of life.

Over time, we have seen how the traditional model of medicine, with increasing demands from insurance companies and administrative requirements, can make it difficult to give patients the time and attention they deserve. Too often, visits feel rushed and meaningful conversations are cut short, not by choice but by a system that values volume over quality.

For this reason, we have chosen to transition to a **Personalized Medicine Practice (PMP)** model beginning **January 1, 2026.** This will allow me to care for a smaller number of patients and provide longer visits, same-day or next-day appointments, and more direct communication. It is designed to support a truly proactive and preventive approach to your health, with a focus on what matters most—your well-being.

This decision was made after careful thought and comes from a genuine desire to return to the kind of medicine that inspired us from the beginning, personal, attentive, and centered on each patient. Included with this letter are the Highlights and Details of our Personalized Medicine Practice, Frequently Asked Questions, and Membership Agreement.

Included with this letter are the Highlights and Details of our Personalized Medicine Practice, Frequently Asked Questions, and the Membership Agreement. We understand this change may not be the right fit for everyone and will support your decision either way. We'll continue to provide traditional care through **December 31**, **2025**, and if you decide not to join, our team will gladly assist you in transferring your medical records to the provider of your choice.

Thank you again for allowing me to be part of your health journey. Practicing medicine has been my lifelong passion, and after more than 40 years, I remain dedicated to providing the highest level of care today and in the years ahead.

Warm regards,

Bob Young, PA-C