

May 1, 2017

To: All Park Ridge Multimed patients
From: Keith Berndtson, MD
Re: **Letter of notification about upcoming changes**

Dear patients,

After 10 years as a solo physician taking on difficult cases, it is time for a change. For personal reasons, I have decided to join Haven Medical, an integrative medicine practice in Chapel Hill, North Carolina, so I can be part of a medical group that will be the first in the world to have three physicians who specialize in chronic inflammatory response syndrome acquired by exposure to water-damaged buildings (CIRS-WDB).

I am so grateful to have had the privilege of participating in the medical care of so many people in need of expertise related to CIRS, tick-borne illnesses, and other complex conditions. For many of you, my expertise will remain accessible by phone, by visiting me in Haven Medical, and perhaps by video (technology to be determined). For some of you, this means you will want to transfer care elsewhere.

How my practice will change

My sole focus will be on chronic inflammatory response syndrome (CIRS), and other medical conditions that persist despite usual medical care. Focusing on high complexity cases requires that problems rightfully managed by primary care or specialty physicians be deferred to their expertise.

So, after June 30th, I will:

- No longer provide services better left to primary care or specialist physicians.
- Cease taking over any medications that were initiated by another prescriber.
- Refer to pain specialists for management of opioid and related pain medications.
- Recommend that your primary care team take on responsibility for ongoing access to controlled substance prescriptions.

Continuity of care for established patients

I will maintain my medical license in the State of Illinois so those of you who established a patient-physician relationship with me can continue to consult with me by telephone. I should be available for scheduled phone consultations by the week of July 10th. I will reschedule visits if needed for consults booked on earlier dates in July. An annual face-to-face visit at Haven will be required to maintain continuity of care if needed. When I am officially onboard with Haven Medical, all patient emails will be triaged by support staff.

The transition period

The Park Ridge Multimed office will close as of July 1, 2017. The website will continue to provide educational resources and the business entity will stay open until it no longer

needs to exist. The 847-232-9800 phone number and the 847-232-9810 fax number will shut down on June 30th. I have set up a second mobile phone line so I can conduct phone consults with patients through Park Ridge Multimed until I am ready to see patients through Haven Medical. During the transition, payment by credit card will be required for all phone consults. The phone number will not be published. I will contact those of you who are scheduled for phone consults ahead of time to expect a call from a particular phone number at the time of this visit.

Transfer of medical records

In this transition we will migrate our Care 360 electronic health record over the MacPractice EHR system used by Haven. You can request your records by email to me until migration of electronic records is complete, at which point we will fulfill delivery of your records through Haven Medical for a standard fee.

Travel to Chapel Hill

The Raleigh-Durham airport is a well-run regional hub that on most days is not crowded. Ground transportation to Haven Medical typically takes 20 minutes. A wide selection of round trip, non-stop flights from Chicago and other locations to Raleigh-Durham are available.

Maintaining a positive attitude

Big changes are hard. I know from your stories how rough it has been to find the compassion and medical expertise needed for you get well again. My moving from Park Ridge to Chapel Hill leaves behind a gap in CIRS expertise in the Midwest. By phone or in person I will remain accessible to those in need of such expertise. My colleagues and I will step up our efforts to cure the CIRS blindness suffered by our profession and our society. Our goal is to help lead the process by which CIRS prevention and treatment expertise becomes commonplace.

I have heard so many poignant stories from CIRS patients. Sharing your stories with the world will make it increasingly difficult for doctors to look the other way and keep pretending that CIRS is fake news. We are with CIRS, where advocates for persistent Lyme were in the 1980s – we're just getting started but we have science and patient outcomes on our side. The hard part is getting political patrons on our side. CIRS-literate health care professionals and CIRS sufferers need to articulate in a unified voice why our political leaders need to understand that CIRS-WDB is a major public health threat, and why they need to take action to protect indoor environmental health.

My fervent hope for those of you who continue to suffer from a complex, medically unexplained chronic condition, is that you will find a way to recover your health. Some of you will benefit from the application of conventional medicine diagnosis and treatment guidelines. Others will need the kind of approach to diagnosis and treatment that has been available through Park Ridge Multimed and is available through Haven Medical. Conventional or alternative, it's about whatever works. May God bless the physicians and practitioners who are pouring their love and energy into helping people heal and get on with their plans and projects. And may God bless each of you.

Keith Berndtson, MD