



# Family Medicine Manteo/ Primary Care Access



## Informing Patients

# The Letter

**When we learned that the two temporary providers at the Manteo practice would not be renewing their contracts, we worked diligently to replace them.**

**Because we were not able to replace them, we were required by law to inform the **2418** patients under their care that they would not have care coverage after June 23.**

**[North Carolina Medical Board Statute](#)**

I am writing to let you know that, as of June 23, 2022, the temporary contracted providers at Outer Banks Family Medicine – Manteo will no longer be providing care at this facility. These providers were covering the patients previously cared for by Dr. Johnny Farrow, Dr. Jennifer Harrison and Dr. Warren Blackburn. Because you are one of these patients, it is my responsibility to inform you that we will need to discontinue primary care services for this group of patients.

Effective June 23, 2022, Outer Banks Family Medicine – Manteo will no longer be available to provide your medical care. Please know the Outer Banks Medical Group does not currently have primary care providers accepting new patients, so we ask that you consider all alternative care options available to you. Included in this envelope are clinic locations that are currently accepting new patients.

Informing  
Patients

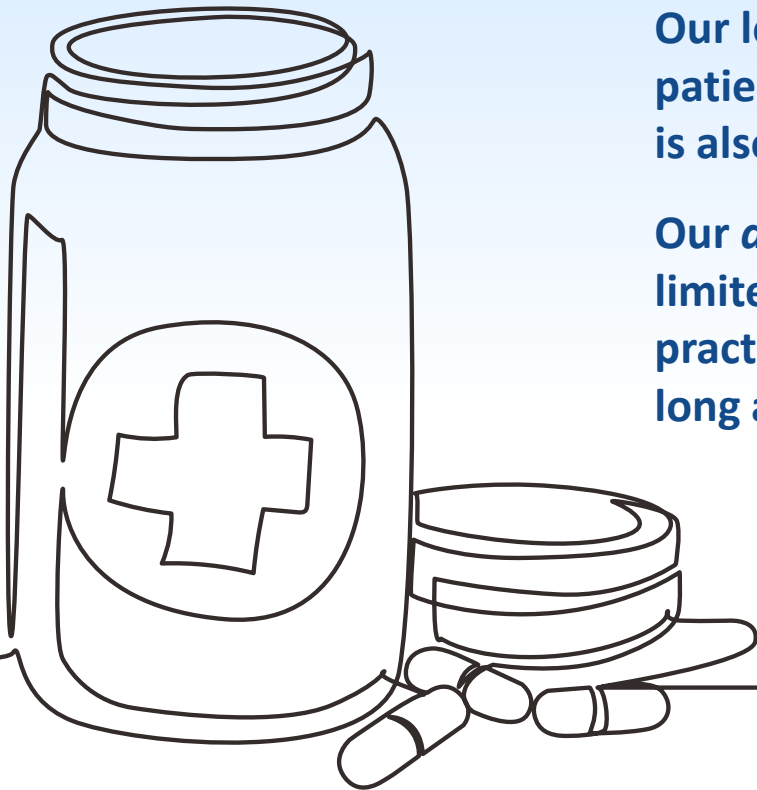
## Assisting patients with care

The letter sent to 2418 patients included a dedicated phone number for them to call if they had questions or needed help with medication refills.

Our local Team has provided refill assistance to hundreds of patients since the letter was mailed. A Team from ECU Health is also assisting patients with complex needs.

Our *ability* to legally provide continuing care to these patients is limited to 30 days after the temporary provider leaves the practice – however we are going to do as much as we can for as long as we can.

**449-6150**



## Informing Patients

# Why couldn't the 2418 patients simply be transferred to another provider in the practice?



**The two other providers in the practice already have full patient panels.**

**It would be impossible for them to accept more patients and continue to meet the needs of their patients.**

**Patients are assigned the provider and not the practice as a whole.**

## Informing Patients

# Why was a list of primary care practices accepting new patients included with the letter?

Community Providers Primary Care  
Accepting New Patients  
Updated: May 20, 2022

Practice	Address	Phone	Provider
Chesapeake Regional Primary Care	100 Plank Bridge Rd Suite B Camden, NC 27921	252-331-1829	Must review med record prior
	1805 N Road St Suite H Elizabeth City, NC 27909	252-334-1602	Must review med record prior
	534 Caratoke Hwy Moyock, NC 27958	252-435-6621	MD/NP/PA (3 months typical wait)
Manuli's Internal Medicine	104 Mill End Court Elizabeth City, NC 27909	252-338-5183	Steven Manuli, MD
			Thaddeus English, PA-C
			Mechell Smith, NP
			Amanda Tucker Gay, FNP-C
Plymouth Primary Care and Clinic	795 US-64 Plymouth, NC 27962	252-793-4500	Timothy Madigan, MD
			Rose Suaava, DO
Sentara Family and Internal Medicine	446 Caratoke Hwy Moyock, NC 27958	252-435-1275	Christine Sherer, PA
	701 Luke St D Edenton, NC 27932	252-337-9170	Krystal Needham, NP-C

Because of the primary care shortage, we maintain a list of primary care practices who are accepting new patients in Dare and surrounding counties so we can help people find doctors.

We chose to include the list in the letter because we know how difficult it is to access primary care. We wanted to help these patients find primary care while we continue to recruit providers for the Manteo practice.

## Why not just hire more temporary providers to replace the two that left?



The severe shortage of both permanent and temporary primary care providers prevents us from quickly hiring.

Even if we were able to locate a temporary provider, it would take 90 days to legally clear them for practice.

We did not have 90 days when we learned that the temporary providers were not going to renew their contracts.



What's  
Next?

## The Manteo practice is *not* closing. In fact,

We have a future vision for Manteo and are in the planning stages of expanding the practice and restoring access to primary care.

We are involved in active discussion with several additional providers, but the process is lengthy.

We have one physician under contract arriving July 2022 to practice at Family Medicine Manteo. We began recruiting for this position in summer 2021. In fact, we had our first recruiting conversation with this provider in August 2021 (11 months).



## What's Next?

# When a provider is hired, will those who were patients of the former physicians be the first to become patients again?

We will be mailing another letter to the 2418 patients who received the first letter. This letter will provide information about getting on a wait list to rejoin the practice. Once our new physician is here and the scheduling template is ready, we will be plugging patients into care using the waiting list.

*To set realistic expectations, a new provider can only care for a limited number of patients per day. We will advise those who have located a new primary care provider to continue with that practice until we are able to accommodate them.*



## Why are doctors leaving?

Several have retired who served our community for over 50 years.

Several have decided to make a career changes from family medicine to urgent care.

Some have relocated out of the area to be closer to family.

Another health system left the area and several private practices closed over the past few years. This took 7 providers from our community.

We've been through a global pandemic and some of our providers report being burned out.

## Why is it so hard to recruit providers?

Primary care specialties of family medicine, internal medicine, and hospital medicine physicians are the most sought-after, yet lowest paid – making them the hardest positions to fill locally.

There are currently **3,800+** openings for Family Medicine in North Carolina.

In a recent presentation at the conference for physician recruiters in the Carolinas, data revealed this year's graduating primary care residents

**had an average of 90 viable job openings**

to consider in their respective markets.

Locally, physician candidates have turned down offers because of the small selection of available housing, scope of service, and the cost-of-living premium.

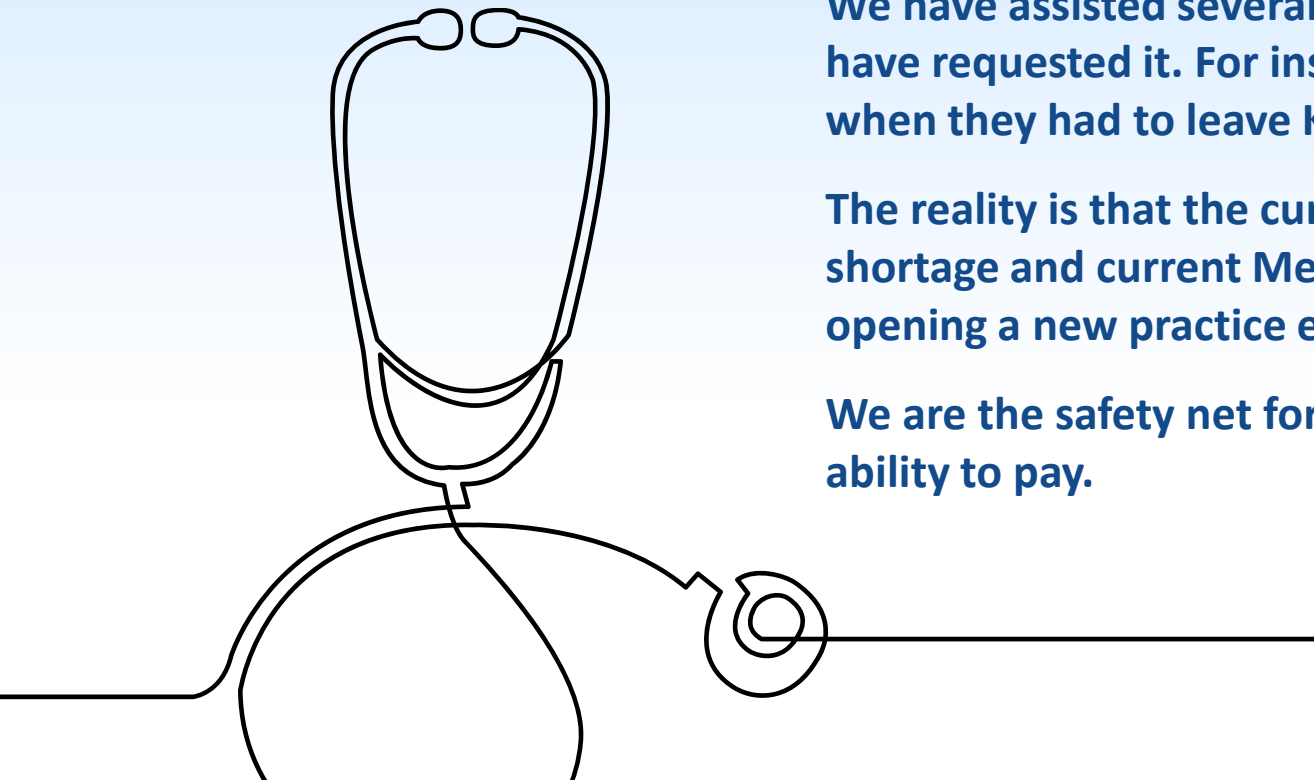
## Why can't doctors just open their own practice on the Outer Banks?

They absolutely can and we welcome those who chose to do so.

We have assisted several practices outside of our medical group when they have requested it. For instance, we helped Beach Medical find a new home when they had to leave Kitty Hawk.

The reality is that the current housing shortage, healthcare provider shortage and current Medicare/Medicaid reimbursement models make opening a new practice extremely difficult.

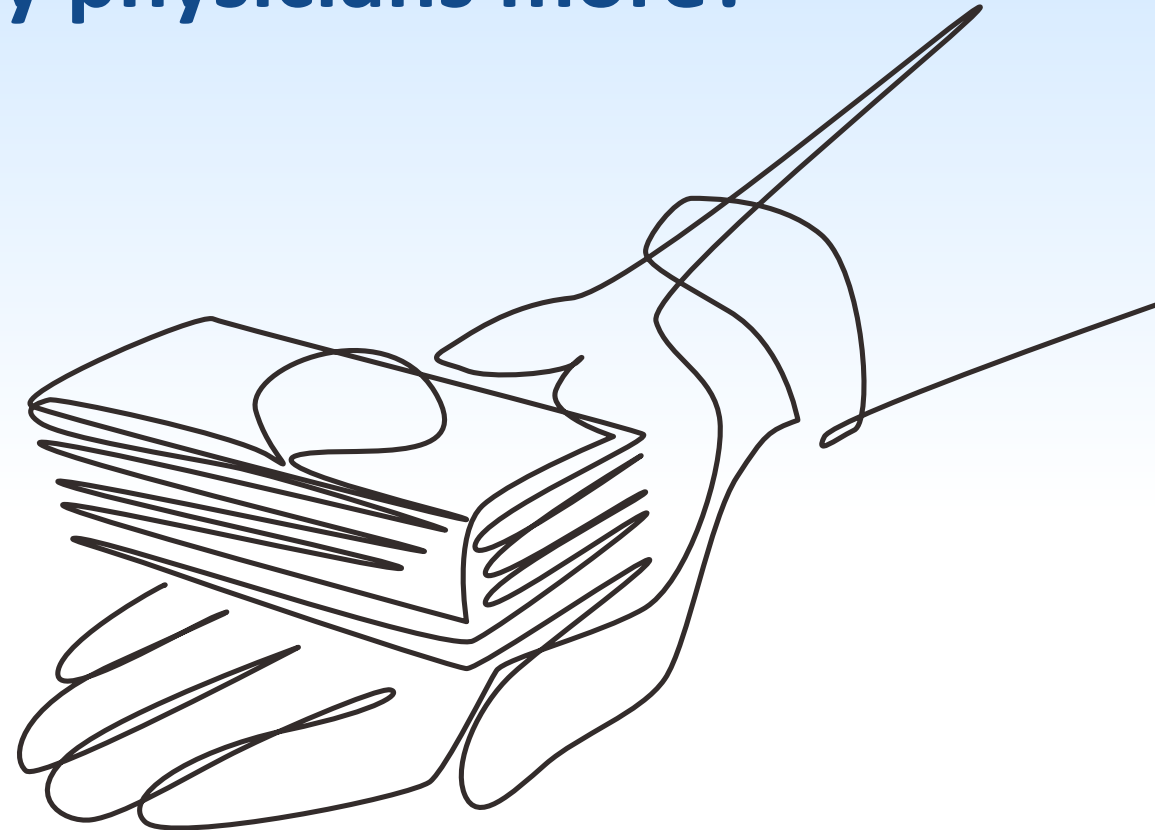
We are the safety net for all patients in the community regardless of ability to pay.



## Why can't we just pay physicians more?

We do our very best to set pay as close to fair market value as we can. STARK Law prevents us from exceeding fair market value.

The law is in place so that we can't otherwise incentivize physicians to send referrals to us. That means they can practice medicine and send their patients where they believe they will receive the best care and patients have the freedom to choose where they go for care.



## Why doesn't the hospital just purchase property and build housing for employees?

The Outer Banks Hospital and Medical Group owns or leases 12 properties for temporary situations.

For the past year we've been working to acquire housing given the current crisis. We currently are in discussion with developers in Kitty Hawk, Kill Devil Hills, Nags Head, and Manteo.



## Wouldn't the money spent to move the urgent care practice and build a new cancer center be better spent on housing?

Cancer is the number one cause of death in both North Carolina and Dare County. Planning for our new cancer center has been in place since 2016.

Our community has stepped up to fund a large portion of the project.

Because we were outgrowing the old urgent care facility and needed the land to expand cancer care for our community, it made sense to relocate our urgent care.

That new urgent care building also houses a family medicine practice and we are currently recruiting family medicine providers for that location as well.



## Extensively recruiting since 2018

**44** candidates were presented to the hiring service line

**9** eliminated from consideration

**35** candidates interviewed either on-site, via webex, or have an upcoming visit

**14** candidates decided they weren't interested in proceeding after the offer was made – main reasons: housing, cost of living, and scope

**6** candidates accepted offers, either verbally or executed

- 2 primary care doctors
- 2 hospitalist APPs
- 1 oncology APP
- 1 urgent care APP

**10** candidates are outstanding with different levels of engagement

- 2 offers currently pending for a family medicine doctor

Persistent,  
On-going  
Efforts

24,952 candidates received  
the postcard below.



Choosing a career with Vidant means joining a progressive, physician-led health system at the forefront of evidence-based medicine and patient-centered care.

Here, you can have it all—a rewarding career and everything you want outside of work, too.

**Primary Care Opportunities**

- At Vidant, Primary Care is one of our top priorities, with opportunities for expansion at 13 well-established practices in 11 communities.
- No matter where you are in our systems of care, you'll have access to the resources, technology and infrastructure you need to be successful.
- As a member of our team, you'll receive competitive compensation, relocation assistance, comprehensive health benefits and more.

**SCAN TO LEARN MORE**

**Eastern North Carolina offers:**

- a varied landscape & mild, 4-season climate
- waterway communities, city living
- white sand beaches, and small-town charm
- low cost of living
- a wealth of cultural and historical venues
- year-round recreational opportunities
- family-friendly communities
- plenty of housing options

**VIDANT**  
Medical Group

1 Medical Drive, Building 1AB  
Greenville, NC 27834

If you, or a colleague, is interested in learning more about these opportunities, please contact:  
Annalise Bath at (252) 847-6796  
Annalise.Bath@vidanthealth.com

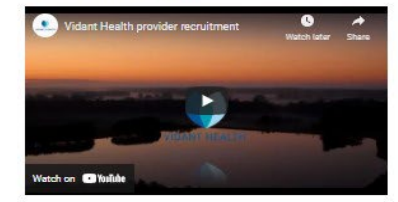
MAILING  
AREA



**Come for the opportunities.  
Stay for the lifestyle.**

Vidant Medical Group is expanding and we are looking for primary care physicians to join our established practices across eastern North Carolina.

A career with Vidant means joining a growing team within an established physician-led health system in one of the most desired parts of the country. We are a multi-specialty group of more than 500 employed providers and over 100 practice sites throughout our 29-county service area. From wateryway communities and small towns to big city living and lakeside retreats, there's something special about our region that can't be found anywhere else.



**Featured Jobs**

To view all Vidant provider jobs, click [here](#).

**VIDANT FAMILY MEDICINE - WINDSOR, NC**  
**Internal Medicine/Family Medicine/Med-Peds**

Vidant Medical Group and Vidant Family Medicine in Windsor, NC, are expanding and seeking a BE/BC Family Medicine, Internal Medicine or Med-Peds physician to join their well-established practice.

Qualified new graduates and visa candidates are encouraged to apply.

If you, or a colleague, are interested in learning more about this opportunity, please contact Annalise Bath at (252) 847-6796 or [Annalise.Bath@vidanthealth.com](mailto:Annalise.Bath@vidanthealth.com).

[LEARN MORE >](#) [APPLY NOW >](#)

**Interested? Get in touch with a recruiter now.**

Full Name: \*

Email Address: \*

Phone:

Provider Type:

Select One

Specialty:

Select One

I am willing to receive text messages and phone calls regarding open positions with Vidant Health.

I'm not a robot

[SUBMIT](#)

[expand >](#)

**VIDANT FAMILY MEDICINE - EDENTON, NC**  
**Family Medicine Physician**

Vidant Medical Group and Vidant Family Medicine - Edenton are seeking a BE/BC Family Medicine physician to join two physicians and a family nurse practitioner in an established practice.

If you, or a colleague, are interested in learning more about this opportunity, please contact Annalise Bath at (252) 847-6796 or [Annalise.Bath@vidanthealth.com](mailto:Annalise.Bath@vidanthealth.com).

[LEARN MORE >](#) [APPLY NOW >](#)

Persistent,  
On-going  
Efforts

## **We are constantly evaluating and adjusting to meet the needs of patients:**

**Utilizing locums when possible to fill gaps throughout all service lines**

**We have seen locum cost increase 79% since FY 2021**

**We have seen Team Member Traveler cost increase 522% since FY 2021**

**All cost for travelers/locums went from \$1.6M to \$4.7M, 8 months into the FY**

**VidantNow, our urgent cares and CHL are assisting with refills**

**Chesapeake Regional Medical Group is assisting with referrals**

**Premier, ECU Health and the Advisory Board – additional models**

## In Summary

**We are deeply sorry about the situation on Roanoke Island and are working diligently to restore care.**

**There has been on-going, persistent physician recruitment since 2018.**

**The pandemic impeded every industry, including healthcare. According to a Becker whitepaper, the AMA recently cited that 1 in 5 physicians and 2 in 5 nurses intend to leave practice in the next two years.**

**With the help of our partners, our civic leaders and the community we will create solutions that increase access to primary care. It will take partnership and it will take time.**