

WHAT SHOULD I DO NEXT?

Step 1

Review the enclosed **Provider Referral Checklist**

Step 2

Choose the provider you would like to continue your care with.

Step 3

Complete:

- Medical Records Release Form (ROI)
- Provider Referral Checklist

Step 4

Return both forms in the enclosed envelope.

Want Your Own Copy of Your Records?

Call: **315-598-4740**

We can help arrange that for you.

NEED HELP?

Questions About Your Medical Care, Medical Records, or Transferring Care?

Heather Closson

Operations Manager

OCO Centers for Reproductive Health

Phone: 315-598-4740, ext. 1230

Email: hclosson@oco.org

Hours: Monday thru Friday

8:00am - 4:00pm

Questions or Concerns Regarding the Closure?

Kevin Dean

Executive Director

Oswego County Opportunities

Phone: 315-598-4717, ext. 1030

Email: kdean@oco.org

Thank you for allowing us to participate in your care.



Important Information Regarding Our Closure

The OCO Centers for Reproductive Health in Fulton and Oswego will cease patient services on **October 1, 2026**, and will officially close on **December 31, 2026**.

ACTION NEEDED

- ✓ Choose a new healthcare provider
- ✓ Complete the enclosed Provider Referral Checklist
- ✓ Complete the enclosed Medical Records Release Form
- ✓ Return the forms in the enclosed envelope

We're committed to helping you transition your care.

WHY AM I RECEIVING THIS LETTER?

You are receiving this information because OCO Centers for Reproductive Health will be closing its Fulton and Oswego locations.

PROVIDER TRANSITION DATES

Lisa Sousou Last day seeing patients: **September 4, 2026**

Heather Shannon Last day seeing patients: **October 1, 2026**

If you have appointments scheduled after these dates, our staff will assist you with transitioning your care.

**Can I continue seeing my
Current Provider?
YES!**

You may choose to follow **Lisa Sousou** or **Heather Shannon** to:

Central New York Women's Healthcare
5000 Brittonfield Parkway, Suite A128
East Syracuse, NY 13057
Phone: 315-446-4400
Website: www.cnywomenshealthcare.com

BEFORE SCHEDULING FUTURE APPOINTMENTS:

- ✓ Verify your insurance is accepted.
- ✓ Indicate Central New York Women's Healthcare on your Provider Referral Checklist.
- ✓ Complete your Medical Records Release Form so records can be transferred.

OTHER QUESTIONS

Will my new provider take my insurance?

Please contact the provider and/or your insurance company before scheduling care.

Should I keep my appointments?

Yes. Continue attending scheduled appointments unless staff contact you to make other arrangements.

What if I have pending test results?

OCO is developing transition procedures to ensure important laboratory results, imaging results, and necessary follow-up care are appropriately managed during the closure process.

FAMILY PLANNING BENEFIT PROGRAM (FPBP)

Can I Still Use FPBP? YES!

Although OCO Centers for Reproductive Health are closing, eligible patients may continue receiving Family Planning Benefit Program (FPBP) services through participating providers.

ConnexCare

Oswego County's Federally Qualified Health Center (FQHC), can assist with:

- Family Planning Benefit Program enrollment
- Birth control services
- Pregnancy testing
- Annual reproductive health exams
- STI testing and treatment
- Preventive reproductive healthcare services

Website: www.connexcare.org