



October 30, 2025

Hello:

Please read this letter entirely.

I promise this will be the last email/letter you will receive from me. As you know, I am retiring and closing the practice as of December 1, 2025. There are rumors about my health. Thankfully, I do NOT have any medical issues currently, that I know.

Prior to December 1, 2025, please arrange to have another physician take care of your cardiology care. If you are not acquainted with a physician, please contact your primary care physician, your health insurance carrier or Carroll Hospital Center Physician Referral line at (410) 871-7000. Once you have identified a physician or a practice, please contact us at (443) 205-1111 by November 25, 2025. For our convenience, we will fax your records to the new physician.

If you are unable to make an appointment with a new cardiologist before November 25, 2025, please do not worry. Privia Medical Group (PMG) will remain custodian of your medical records. Your medical records can be obtained multiple ways and without a hassle. It can be obtained now or any time after my practice closes.
You will not lose access to your medical records.

I keep communicating frequently to let you know when I find a better way to maintain access to your records, which is my goal. There are 3 options listed below. As we receive feedback from you, I am modifying the process to make it even better. I believe we have found the best method and its Option 1 listed below. Previously, we thought maintaining access to our EMR's portal was a good process, but it does NOT allow patients to see all the records (including outside facilities such as hospitals, labs, radiological testing facilities). Hence, we discovered that Option 1 is easy and gives you access to all your records in a PDF file with minimal effort. **You should use Option 1 even if we have faxed records to your new cardiologist.**

There are 3 options. **Option 1 (HealthMark Group) is the best option.** I have provided you with step-by-step instructions to alleviate confusion and phone calls regarding Option 1.

1. HealthMark Group (a subcontractor of PMG):

This is THE BEST way to obtain ALL your records and keep them forever as one PDF file. It will take you less than 2 minutes to complete.

Click on the link below to start the process and this link will remain active even after the practice is closed on December 1, 2025:

<https://www.priviahealth.com/medical-records-request/>

- Please read and follow the instructions on this webpage.
- Once the link above is clicked, find and click on the link written as below:
<https://requestmanager.healthmark-group.com>
- Fill out the information required by HealthMark Group (marked by *) starting with email address and hit Go. This will trigger an email to your email address which you provided. Go to your email inbox and look for an email from HealthMark Group. If you don't see it, check your spam/junk folder in your email account. The email will contain a link that states "Click Here". Please go ahead and click on it.
- Next screen, "Hello, how can we help you?" Click on the left side of the screen where it states, "Submit a New Record or Forms Request".



- Next screen will be “Medical Records” or “FMLA/Disability”, click on Confirm under “Medical Records”.
 - Next screen, “are you the patient?”, Click on yes followed by next.
 - Next screen will ask you for your name, date of birth, and address. Fill in the information marked by *.
 - Next screen, it will ask for “Please enter the information for the facility that currently has your records”. The facility is my office: Om Cardiology, LLC, 910 Washington Rd., Suite A, Westminster, MD 21157. Our phone number is (443) 205-1111
 - Next screen is “Requester Information”, it should auto fill with your information. If not, go ahead and fill out your information again.
 - Next screen is “who would you like your records disclosed to?” In the first line, there is a drop-down menu, here you should **select SELF**. It should fill in your information since you selected SELF. If it does not, please reenter your information marked by *. Now, HealthMark will send YOU the records. You now control your health record forever and you decide who gets your records.
 - Next screen will be “Medical Records” under which you’ll see “What time frame would you like records from?” Here you should use range from 01/01/2018 to present date or last 2 years if you are interested in the last 2 years’ worth of records only. Then, checkmark “Medical (all)”. Hit Next.
 - Next screen is “Medical Records” with few check marks which must be filled in and sign your name with the keyboard.
 - Next screen is “Medical Records” where it’ll ask for your Driver’s License. **THIS IS NOT REQUIRED**, so, leave it blank. Hit submit request
 - Next screen there will be pop-up message telling you that it is successful and please allow up to 2 business days before following up on statuses.
 - Once done, HealthMark will send you an email within 3 business days (depending upon volume of requests in their system) with a link to download your ENTIRE medical record to keep forever in PDF format.
 - This PDF file will allow you to view and print your medical records anytime and anywhere.
 - Once downloaded, you will never have to call anyone for your medical records.
2. Secure Patient Portal Access in Athena, our Electronic Medical Record (EMR) Software.
- This requires you to call our office to generate an invitation to join the portal and it **MUST** be done prior to November 25, 2025. Once our office is closed, you will not be able to sign up or activate portal access
 - This method allows you to access your records anytime and anywhere **but** only those records generated by me in the EMR. **This is why option 1 is your best option! Option 1 allows you to see all the records that are created by me AND all outside facilities that sent me your records, labs, imaging results, catheterization reports etc.**
 - You can view and print your records anytime and anywhere.
3. Privia Medical Group (PMG), custodian of your medical records. You may reach PMG anytime via:
- Phone: (888) 774-8428
 - Email: MEDICALRECORDS@PRIVIAHEALTH.COM

If you have billing questions after practice closure, PMG can be reached via:

Phone: (888) 774-8428

Email: PATIENTBILLING@PRIVIAHEALTH.COM



Om Cardiology, LLC

Specializing in Cardiovascular Medicine

Ketan P. Parikh, M.D., F.A.C.C.

www.omcardiomd.com

It's been an honor and a privilege taking care of your cardiology healthcare needs since 2004 in Carroll County. Please don't hesitate to say hello if you see me at local shops and restaurants!

I wish you all the best, good health and happiness.

Sincerely,

Ketan P. Parikh, M.D., F.A.C.C.