



April 21, 2026

Subject: Important Update Regarding the Rural Health Clinic Services

Dear Community Members and Patients,

We are writing to inform you of important changes regarding your care at East Adams Rural Healthcare (EARH) – Rural Health Clinic.

Effective May 15, 2026, Dr. Lexie Zuver will no longer be practicing at our clinic. Patricia Cruz has resigned from her position and ceased seeing patients as of April 16, 2026. In addition, our Interventional Pain Management service line with Austin Miner, CRNA, of Holistic Pain Management (HPM) has elected to discontinue services in the clinic and will no longer perform interventional pain procedures at the hospital. As a result, we will no longer be able to provide interventional pain procedures with HPM at this location. However, we recognize the importance of pain management services in this community and are actively working to restore this service at EARH.

We understand that continuity of care is important and are committed to supporting you during this transition.

Your Care Options

- You may continue to receive **primary care services** at EARH beginning June 1st after a **clinic reset**.
- You may choose to establish care with another qualified provider of your choice.
- We recommend you establish care with a new PAIN provider as soon as possible to avoid any interruption in treatment. (References to pain clinics on last page)
- Upon your authorization, we will **transfer your medical records** to the provider you select.

Clinic Reset

The purpose of the clinic reset is to strengthen the foundation of our care delivery model by improving clinical workflows, enhancing patient access, and ensuring safe, consistent, and high-quality care. This reset provides an opportunity to evaluate current processes, eliminate inefficiencies, and align operations with best practices, regulatory requirements, and the evolving needs of our patients and community.



Through this effort, we aim to:

- Improve patient experience by reducing delays, increasing access, and enhancing communication
- Support providers and staff with clearer workflows, defined roles, and sustainable workloads
- Standardize processes to promote safety, quality, and regulatory compliance
- Optimize resource utilization to ensure long-term operational and financial stability
- Strengthen care coordination and continuity across the care continuum

Ultimately, the clinic reset is designed to create a more efficient, patient-centered environment where our teams can deliver reliable, high-quality care while maintaining a safe and supportive workplace.

Referral Support

If you would like assistance identifying another interventional pain management provider, we are happy to help coordinate a referral. Please contact our office at **509.659.1200** and **ask for a patient care coordinator to assist you**. Attached to this letter are other pain management options in the nearby geographical area. Feel free to reach out to one of them and schedule an appointment!

Medication & Immediate Needs

If you require medication refills or have urgent clinical needs during this transition period, please contact us as soon as possible so we can assist you appropriately. The Walk-In Clinic will remain open and available for all patient needs during the clinic reset. Beginning May 18, walk-in clinic hours will be Monday through Sunday, 7 days a week, from 8:00 a.m. to 6:30 p.m. Walk-in care will be supported by the Emergency Room provider, who will also assist in bridging any necessary prescriptions during this time. Please note that emergency cases will always take priority; however, all walk-in patients will be seen as promptly as possible based on the urgency of their condition. The Emergency Room remains open 24/7 for urgent needs.

Medical Records

You may request a copy of your medical records by contacting our ROI Specialist at medicalrecords@earh.org. You may also stop in and request a release of information form from any registration team member.



Providers in the Rural Health Clinic

We sincerely appreciate the trust you have placed in us and regret any inconvenience this change may cause. Our priority remains your safety and continuity of care.

We are pleased to announce that Caylon Haggard, PA-C, has been secured as one of our providers. Caylon brings more than 17 years of experience in rural and urgent care medicine. He earned his Bachelor's degree in Radiation Therapy from the University of Oklahoma Health Science Center and his Physician Associate degree from the University of Oklahoma College of Medicine. Originally from rural Oklahoma, Caylon went on to open a small chain of urgent care clinics before relocating to Washington State with his wife, Candace, and their twin daughters to be closer to family and enjoy the outdoors.



Caylon will be joined by two additional providers to ensure continued patient access. We have heard concerns from the community regarding provider availability and preferences, and we are actively working to build a team that includes both male and female providers to best meet the diverse needs of our patients. Information about these providers will be shared publicly once credentialing through EARH is complete. Under the new clinic structure, one provider will be on-site at a time, with all three rotating daily throughout the week to maintain consistent coverage.

We understand that these changes may feel confusing and, at times, frustrating. We sincerely appreciate the continued support of our community and ask for your trust and understanding as we implement this model to ensure the long-term sustainability of a viable medical clinic for Ritzville and the surrounding communities. Our goal remains to provide consistent, quality care for all patients. If you have any questions or concerns, please do not hesitate to reach out to us - we are here to help.

Sincerely,

East Adams Rural Healthcare Team

Enclosures: Pain Management Providers



Pain Clinic Referrals

Samaritan Pain Clinic 2000 S Clover Drive Moses Lake, WA 98837 509-793-9733	Northwest Pain Specialists 12109 E Broadway, Building C Spokane Valley, WA 99206 Call 509-828-7288 Fax 509-463-3635
Pain Clinic of Spokane 1113 E Westview CT Spokane, WA 99218 509-209-9474	Kadlec Neuroscience Center 1100 Goethals Dr, Suite B, Richland, WA 99352 Phone: 509-942-3069 Fax: 509-942-3085
Idaho Pain Clinics 1327 Superior St, Suite 101 Sandpoint, ID 83864 Phone or Text: 208-263-9757 1110 E Poulson Ave, Suite 3 Post Falls, ID 83854 428 6 th Ave Lewiston, ID 83501 Fax: 208-965-8128	Northwest Spine and Pain Medicine South Office: 3124 S Regal St Spokane, WA 99223 Phone: 509-464-6208 North Office: 9425 N Nevada St. Suite 300 Spokane, WA 99218 Fax: 888-316-1928
Spine Team Spokane - Pain Management Clinic Spokane WA 510 E Holland Ave, Spokane, WA 99218 (509) 363-3100	Inland Pain Specialists 507 S Washington St, Spokane, WA 99204 (509) 362-9653
Precision Interventional Pain Center 5401 Ridgeline Dr, Kennewick, WA 99338 (509) 396-7966	Apex Spine Institute 821 Swift Blvd, Richland, WA 99352 (509) 606-5040
Trios Spine and Interventional Pain Clinic 3730 Plaza Way, Kennewick, WA 99338 (509) 221-6650	Restore Health & Pain Treatment Group 705 Gage Blvd, Richland, WA 99352 (509) 824-6080