

PSYCH CARE ASSOCIATES, PC
85 Post Office Park Suite 8501-B
Wilbraham, MA 01095
(413)583-6750
www.pcaludlow.com

November 2, 2026

Re: NOTICE REGARDING BUSINESS CLOSURE

Dear Patient:

After twenty-five years of dedicated psychiatric care, I have made the thoughtful decision to bring direct clinical operations at Psych Care Associates (PCA) to a close. We want to ensure your transition to continued care is as smooth as possible.

PCA will not see any patients after November 28, 2026. Patients who had appointments scheduled after November 28, 2026 have been notified that their appointments have been rescheduled to an earlier date. If you have an appointment scheduled, PCA urges you to attend. Be advised that from November 29, 2026 through January 15, 2027, the office will be open for administrative purposes only.

Continuing Your Care

We encourage you to establish care with another provider as soon as possible. If you do not already have another provider in mind, you may use your health insurance company's provider directory or contact your primary care physician for referral options.

If you need an interim medication refill before you have established care with a new provider, PCA urges you to contact the office as soon as possible, but no later than December 28, 2026.

If You Are Currently in an Active rTMS Course

If you are currently receiving treatment as part of an active rTMS (repetitive Transcranial Magnetic Stimulation) course, please be assured that your course of treatment can be completed on-site prior to the practice's closure. Our clinical staff will work with you directly to schedule your remaining sessions. If you have any questions about your specific treatment schedule, please contact our office as soon as possible.



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Urgent or Emergency Needs

If you are experiencing a medical or psychiatric emergency, please call 911; 988 for the Crisis Hotline; Behavioral Health Network at 413-733-6661; or go to your nearest emergency room immediately.

Requesting or Transferring Your Medical Records

Effective immediately, to protect your medical information and ensure continuity of care, your medical records have been transferred to MetalQuest, a professional records custodian, where they will be securely maintained for the period required by law. To request a copy of your records, please contact:

By Mail
MetalQuest
Attn: PCAPMA Release of Information
P.O. Box 46364
Cincinnati, Ohio 45246-0364

By Courier or Delivery Service
MetalQuest
Attn: PCAPMA Release of Information
4900 Spring Grove Avenue
Cincinnati, Ohio 45232-1900

Customer Service
Telephone: 513-898-1022
Fax: 513-242-5059
Email: Retrieve@MetalQuest.com

Hours
Monday – Friday
9:00 a.m. – 5:00 p.m. Eastern Time

For your convenience, you may request your records online at pcapma.metalquest.com. A copy fee may apply as permitted by state law.

Thank you all for the privilege of working alongside you and serving you at Psych Care Associates. Our collective efforts have truly honored the magnificent clinical service and meaningful impact that Dr. Usman Qayyum established in our community.

Sincerely,

Asimah Qayyum, M.D.