

Northwest Brain and Spine

2115 NE Wyatt Ct, Suite 201
Bend, OR 97701

Dear Patient,

We are writing to inform you of an important change regarding your care at Northwest Brain & Spine. Our last day operating as Northwest Brain & Spine will be Friday, October 24, 2025. Beginning Monday, October 27, 2025, the current providers at Northwest Brain & Spine will join St. Charles Health System, operating as part of the St. Charles Center for Orthopedics & Neurosurgery.

While this action will result in some changes, you will continue to receive the same exceptional care from our team. Below is some important information you may need to know to ensure continuity of care.

Transition of Care

If you would like to continue your care with your existing provider as part of the St. Charles Health System, you do not need to take any action to transfer your records.

For access to your medical records after October 27, 2025, contact Desert River Solutions, (www.desertriversolutions.com) to submit an online Patient Records Request. Desert River Solutions will be the medical records custodian for 10 years.

Billing Inquiries

For billing related questions after October 27th, contact the Central Oregon Independent Practice Association (COIPA) at 541-639-3072. At this time there will not be a change to our address for the mailing of scheduled payments. COIPA will contact you individually if there is a subsequent address change. You may still submit payment through our website at www.nwbrainandspine.com.

Appointments

Please continue to use our main phone line, 541-585-2400, for scheduling appointments and general inquiries. On October 27, 2025 all calls for new or existing appointments should be directed to the St. Charles Center for Orthopedics & Neurosurgery, 541-382-3344.

MyChart Account

If you intend to transition your care to St. Charles Health System, we encourage you to sign up for a St. Charles MyChart account if you do not already have one.

To sign up, please visit <https://mychart.stcharleshealthcare.org/MyChart/Signup>.

For assistance contact MyChart Customer Service at 844-259-4153 or
MyChartSupport@StCharleshealthcare.org.

We are grateful for the trust you have placed in us. Our goal is to ensure that the provider-patient relationship remains intact and that you receive the high-quality care you have come to know and trust from this team as we join St. Charles.

Sincerely,

Anthony Hadden, MD

Kent Yundt, MD