

May 8, 2025

Dear Patient,

We hope this letter finds you well. We are writing to inform you of a recent issue involving Kroger affiliated pharmacies, including Dillons Pharmacy locations. Kroger has notified us that they will no longer fill controlled substance prescriptions written by certain providers at Hutchinson Clinic.

We understand the challenges this may create for you and sincerely regret the situation. We have made extensive efforts to work with Kroger to resolve this matter. Our Psychiatry department follows strict prescribing guidelines and remains fully committed to patient safety and well-being, particularly in the management of controlled substances.

This change reflects a policy decision by Kroger and should not be interpreted as a reflection on the quality of care provided by the Hutchinson Clinic or its providers. We have continued to engage with Kroger by offering additional information as requested and demonstrating responsiveness to pharmacist inquiries; however, their position has not changed.

Please know that Hutchinson Clinic remains dedicated to your health and continuity of care. We recognize that this situation may disrupt access to necessary medications, and we are actively working with patients individually to identify alternative pharmacy options and minimize any impact on treatment.

We appreciate your patience and understanding as we continue to address this matter. If you have immediate needs or questions, please contact us at (620) 669-2500 for assistance.

Thank you for trusting us with your care. We look forward to continuing to serve you.

Sincerely,
The Hutchinson Clinic