



May 11, 2026

Hello,

Your primary care provider, [provider name], asked us to reach out to tell you about **Memory Connect**, a **dementia care support program offered through UNC Health**.

Memory Connect is designed to support people living with dementia as well as the people who help care for them most. The program is **fully virtual**, lasts about **six months**, and is led by a **nurse practitioner and a social worker**, with oversight from a geriatrician. The team helps with:

- Planning ahead and clarifying care preferences
- Managing symptoms such as anxiety, sleep problems, or changes in behavior
- Reviewing medications and other medical conditions
- Supporting caregivers and connecting families to helpful resources
- Helping reduce avoidable emergency department visits when possible

People in this program typically have **one virtual visit per month with a dementia-specialist nurse practitioner and one phone call per month with a dementia-specialist social worker**. Appointments and phone calls are flexible, based on your needs. All care is coordinated closely with your primary care clinician. **For many, there will be no out-of-pocket cost**, and for others, it will be minimal.

A member of the Memory Connect team will call you soon from **this number: 984-974-7649** to share more details and answer any questions. We will also share this information through a My Chart message. If you are **interested**, reply to the My Chart message and we can work on coordinating the best time to reach you. There is **no obligation to participate**, and you can decide after learning more.

Thank you, and we look forward to connecting with you. We have also attached a program flyer.

Warm regards,

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