

Reminder Email to Accepting Provider

**This email is sent to the accepting provider in advance before patients are sent the reallocation letter.*

Dear Dr. Doe,

We are currently working with Dr. John Smith in the city of Vancouver, who will be retiring soon. We have mapped out her patients to determine which of them we could refer to you that live close by to your clinic. Please see below. We will be sending out the patient letters starting next week. Please note that it is not guaranteed that all patients will call to book an appointment.

Name of referring family doctor: Dr. John Smith (retiring from practice on [retirement date])

Medical Record Information: In order for you to obtain patients' medical records, the patient must contact MedRecords, (a file storage company working with your family doctor) to transfer their record to your office.

Total number of patients in your area we can refer to you: X

Your requested batch rate: X/week

Regards,

Reminder Email to Accepting Provider's Staff

**This email is sent the same day the first batch of patients receive the reallocation letter.*

Dear Dr. Doe,

Starting today and for the next few weeks, patients of Dr. John Smith will be receiving letters stating they can book their first appointment with you as their new primary care provider, along with your clinic's name and contact information. We recommend you remind your front desk staff you are accepting patients through the Division to avoid any miscommunications when they call to book an appointment.

We encouraged patients to book their first appointment within the first few weeks of receiving the letter, even if their first appointment isn't within that window. This ensures they follow through on the option to be a part of your practice.

Regards,