

Date, 2020

«First\_Name» «Last\_Name»

«Address»

Vancouver, BC

«Postal\_Code»

Dear Patients,

As you may know, Dr. X will be retiring from their general medical practice as of X, 2020. The Vancouver Division of Family Practice has been working with Dr. X to find you a primary care provider in your community.

We have been able to find a new physician to take over your care. If you have not yet found another primary care provider, please consider Dr. X (information below).

<p>Dr. X Clinic Name Clinic Address, Vancouver BC, Postal Code Phone: (xxx) xxx-xxxx</p>
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To ensure you're able to get a spot with this primary care provider, please call within 2 weeks of receiving this letter, otherwise there's a chance you won't be able to get in. When booking your first appointment, please mention that you are being connected through the Vancouver Division of Family Practice. **Please note that depending on current clinic guidelines as well as your individual patient needs, your first visit may be via virtual care.**

If you would like to search for your own primary care provider instead of going with the option above, please visit the Healthlink BC website which provides a list of walk-in clinics at <https://www.healthlinkbc.ca/services-and-resources/find-services>. You can also call them at 8-1-1.

### Medical Record Information

In order for your new physician to obtain a copy of your medical record, you must contact MedRecords, (a file storage company working with Dr. X) to transfer your record to your new physician's office. You can do this by either:

1. Calling 604-800-7079; or
2. Visiting <https://medrecords.ca/patients/>

MedRecords is a non-profit association and charges a minimal fee associated with the transfer of medical records. Please be advised that this process will take several weeks and that your new physician's office cannot fill out this transfer request on your behalf.

Yours Truly,  
Vancouver Division of Family Practice