

|First Name| *|Last Name|*

|Address| Vancouver, BC

|Postal Code|

Dear Patients,

Thank you for completing our online survey a while back about needing support finding a primary care provider. As you may know, *|Retiring Physician|* is retiring from her general medical practice as of *|Last Day in Office|*. The Vancouver Division of Family Practice has been working with *|Retiring Physician|* to find you a primary care provider in your community.

If you have not yet found another family physician, please consider contacting the primary care provider listed below.

|Name of Primary Care Provider|

|Name of Clinic|

|Address of Clinic|

|Clinic Phone Number|

To ensure you're able to get a spot with this primary care provider, please call within 2 weeks of receiving this email, 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 physician instead of going with the option above, to find a walk-in clinic please visit the Healthlink BC website (<https://www.healthlinkbc.ca/services-and-resources/find-services>) or call them at 8-1-1. You can also visit the Pathways Medical Care Directory: <https://pathwaysmedicalcare.ca/>.

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 your family doctor) 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

Please do not reply to this email as it is sent from an unmonitored inbox.