



Dr. Andrea Shepard

129 Frederica St. West | Thunder Bay, ON | P7E 3V8

Notice of Practice Closure

Dear Patients:

I am writing to share that I will be retiring from my Family Medical Practice. **My last day of patient care is July 15, 2026.** I am sincerely thankful to you, my patients, for trusting me with your care over the past 28 years. It has truly been an honour and a privilege to be your family doctor and I am incredibly grateful for the opportunity to care for you and your families through so many important moments in your lives.

Finding a New Doctor

While I was unable to arrange for another physician to take over the practice, listed below you will find options for alternate health care. You can obtain a copy of your own medical record copy (see below).

1. Currently the Port Arthur Clinic (345-1000), Mushkiki (623-0383), and Matawa Health (346-2370) are all accepting new patient applications.
2. Call "Health Care Connect" at 1-800-445-1822 or register online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
3. You can call any of the existing Family Health Teams and ask if they are accepting applications.
4. Contact **RSRS** (see below). They have various resources that can assist you while you are searching for a new doctor.
5. Dr. Shepard will contact patients with any abnormal results from tests obtained in July and August 2026. Please add your new GP's name to any outstanding investigations.

If you have an urgent medical matter in the absence of a doctor, please proceed to the nearest emergency room.

Your Medical Record

I am required by the College of Physicians and Surgeons to store all original patient records for their mandatory period before they can be destroyed. I have selected **RSRS**, a physician-managed company, to safely and securely store all patient records from my practice.

RSRS will assist you in obtaining a certified copy of your record for your continued care. I encourage you to obtain your medical record as it is your health fingerprint and is a very important file for safe continued care. It should always be accessible, even and *especially in the absence of a new doctor*. Once you find a new doctor you can share a copy of your own personal copy. I have included an infographic illustration which explains the reasons the medical record is so important.

Note: My office will NOT be involved in the record transfer process. This will only be done through RSRS. RSRS might also reach out to you to ensure that this notification has been properly received and to assist you further. You can contact RSRS in one of the following ways:

www.recordsolutions.ca/DrAShepard

Tel: 1-888-563-3732 Fax: 1-877-398-5932 Email: info@rsrs.com

(Please note: You can arrange for a copy of your medical record immediately, however unless it is an emergency, the actual delivery of your requested medical record will take place only after my practice closes. There is a fee for the copy/transfer of your medical record in accordance with guidelines but the fee is not prohibitive.)

It has been a pleasure to assist you with your health care needs. I wish you good health for the future.

Sincerely,

Dr. Andrea Shepard

*RSRS is a physician-managed medical records storage facility. They are fully compliant with the guidelines set by the College of Physicians and Surgeons of Ontario and the relevant privacy regulations.