

Dr. Betty-Anne Story, PhD, MD, CCFP, FCFP
353 St. Paul Ave. Unit 102 A | Brantford, ON | N3R 4N3 (Old Address)
221 Brant Ave. | Brantford, ON | N3T 3J2 (Address as of Aug. 29, 2025)

Update to Notice of Practice Closure

Dear Patients:

As you are likely aware, I have made the difficult decision to close my practice as of **November 21, 2025**. Many of you have been patients for a long time and have become more like family or friends. I will certainly miss you! My last patient booking will be on November 21, 2025. The office will be gone by December 19, 2025.

It would be greatly appreciated if those with outstanding bills for missed appointments, forms, etc. would pay such as soon as possible (cash or cheque), so we can close our books. Thank you.

Finding a New Doctor

My attempts to arrange for another physician or clinic to take over the whole practice and to provide you care have been unsuccessful. In order to assist you to find another care provider, here are the most up-to-date options that you may call:

1. Ask family and friends if they can try and get you in with their doctor.
2. Speak to your local pharmacist who may be aware of new physicians in your area.
3. Dr. Ali Hassan (Brantford) 519-756-2512 (Young families preferred, no narcotics or benzodiazepines)
4. Ontario Health Network (Brantford) 519-753-9581 (Will take anyone from my practice)
5. Bonavista Medical Centre (Brantford) 519-759-4060
6. Paris Medical Centre Rest Acres Road (Paris) 519-442-9999
7. Call "Health Care Connect" at 1-800-445-1822 or online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
8. Contact **RSRS** (see below). They have various resources that can assist you

Note: If you have an urgent medical matter in the absence of a doctor, please proceed to the nearest walk-in clinic or to the Willett (Paris). If you have an emergency, then please go to the nearest emergency room.

Your Medical Record

The College of Physicians and Surgeons of Ontario requires me to store all original patient records for a period before they can be destroyed. *Your medical record does not automatically follow you when you leave a medical practice, unless you arrange for it.* In the absence of any other option to store all my records, I have selected RSRS, a physician-managed company, to safely and securely store all patient records from my practice, and to assist you in obtaining a certified and searchable copy for you and/or your new physician.

I encourage you to obtain a certified copy of your personal medical history. It is a very important file for your continued care and should be accessible at all times, *especially in the absence of a new doctor*. RSRS has provided the included infographic illustrating 10 reasons why getting your record is so valuable

Please contact RSRS at your first opportunity for help with next steps in your care and your medical record following my closure. Going forward, my office will NOT be involved in the record transfer process, as it has become overwhelming for me but I will do my best to honor requests already received. It's possible that RSRS may contact you as well, to ensure that this notification has been properly received and to further assist you. Please contact RSRS at:

www.recordsolutions.ca/DrBASTory
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's 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.)

Thank you for permitting me to be part of your healthcare team over the years. God Bless!

Yours truly,

Betty-Anne Story, PhD, MD, CCFP, FCFP

*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.