



Aug 28, 2025

Dr. Benjamin Thomas

Greenstreet Medical Clinic
16 Green St. | Nepean, ON | K2J 3R2

Notice of Practice Closure

Dear Patients:

It is with mixed emotions that I am announcing the closing of my general practice. **My last day of patient care will be on November 30, 2025.** It has been an honour and a privilege to have helped you with your medical needs over the years.

Since starting at the Greenstreet Medical Centre 7 years ago, I've enjoyed getting to know each of you and providing care to you and your families, however, my reasons for closing the practice are the same as many other family physicians. The ongoing challenges that family doctors face, in particular the lack of appropriate support and funding as well as the rising administrative burdens, have made it increasingly difficult to provide safe and effective care. For these reasons, I have made the difficult decision to close my practice.

Finding a New Doctor

Despite my efforts via multiple job postings and discussions with colleagues, I have been unable to arrange for another physician to take over the practice. I want to support you any way I can so that you have ongoing care as required. Additionally, here are some resources for ongoing care:

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. Call "Health Care Connect" at 1-800-445-1822 or online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
4. Contact **RSRS** (see below). They have various resources that can assist you while you are searching for a new doctor.

I will only be reviewing incoming test results until February 30, 2026. If any tests are done after this date, you must ensure a copy is sent to a physician that can review it with you. 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 of Ontario 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.* 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 yourself and your new physician.

I recommend obtaining your own medical record copy for safe continuity of care.

You may contact RSRS for your medical record following my closure. It's possible that they may contact you as well, to ensure that all my active patients have been properly notified. **Note: My office will NOT be involved in the record transfer process. You must contact RSRS in one of the following ways:**

www.recordsolutions.ca/DrBThomas

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

(Please note: Arranging for your record can take place immediately by contacting RSRS. 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.)

I wish you the very best of health for the future.

Sincerely,

Dr. Benjamin Thomas

*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.