



Dr. Susan Courtney

270 Charlotte Street, Suite 201 | Peterborough, ON | K9J 2V4

Notice of Practice Closure

Dear Patients:

It is with mixed emotions that I am going to retire and close my Family Practice after working for 33 years as an MD. It has been a privilege and a pleasure to assist you in your health care needs. My last day of seeing patients is **April 27, 2023**.

Finding a New Doctor

Unfortunately, I have been unsuccessful in recruiting a suitable physician to take over my practice despite searching for the last 18 months. I recognize that changing physicians may be stressful, but I encourage you to seek continuity of care with the following suggestions to find a new doctor for yourself:

1. Ask members of your family or friends to ask their doctors if they would take you in.
2. Call "Health Care Connect" at 1-800-445-1822 or online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner> *you will not be de-rostered from me until the end of April, so please do not call HCC until that time as they will not add your name while still rostered.
3. Contact RSRS (see below). They often are aware of physicians accepting new patients.
4. I have also attached a page of Resources for unattached patients in Peterborough County

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

Your Medical Record

The College of Physicians & Surgeons requires me to store all original patient record(s) for a 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 also assist you in **obtaining a certified copy of your medical file for yourself and/or your new physician**. Requests for your records by a new physician's office can be faxed in to RSRS at 1-877-398-5932 or emailed to info@rsrs.com.

As a last piece of medical advice, **I encourage each of you to arrange for the transfer of your record as it is a very important file for your continued care and should be accessible at all times**, even (and especially) in the absence of a new doctor. (I have included an infographic illustrating 10 reasons why). Your records will be available anytime if you have a new MD, otherwise please wait until after June 1st, so all remaining results can be included in your file for completeness. RSRS can assist in completing the paperwork in advance so that the digital copy of the record can be made available to you without further delay. While there is a fee as per OMA guidelines for the copy/transfer of medical records, it is not prohibitive. Please do not delay in making arrangements by contacting RSRS today at:

www.recordsolutions.ca/DrCourtney

Tel: 1-888-563-3732, Ext. 1

Fax: 1-877-398-5932

Email: info@rsrs.com

I have enjoyed working with you to assist you with your health care needs. I wish you well and good health for the future.

Warmest regards,

Susan Courtney, M.D.

*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.



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Resources for Patients Without a Primary Care Provider (PCP)

Diabetic Education Clinic at PRHC (705-743-2121)

- They have a nurse practitioner who will order labs and prescriptions for diabetic patients without a PCP

Women's Health Centre (705-743-4132)

- Pap smears and birth control
- Unplanned pregnancy, domestic violence, sexual assault

Sexual Health Clinic at PHU (705-748-2021)

- Birth control and STI checks for women under 25

Pediatric Outpatient Clinic at PRHC (705-740-8055)

Public Health Unit (PHU) (705-743-1000)

- Provides childhood and teen immunizations and copies of immunization records

Rapid Access Addiction Medicine Clinic (705-749-9708)

- For drug and alcohol withdrawal issues

Ontario Breast Screening Program (705-876-4505)

- Self referral to Medical Centre and PRHC for women 50-74

Lakefield Nurse Practitioner Clinic (705-651-4866)

- You must be rostered with health care connect
- This is not a walk-in clinic
- This clinic does not provide prescriptions for opioids

Walk-in and Virtual Clinics

- Enhanced care clinic (705-874-8080)
- The Good Doctors Clinic (705-304-1034)
- Peterborough Family Health Team (705-536-0882)

Mental Health

- Talk Now (705-876-5826)
- CMHA Bounce Back -self refer @ bouncebackontario.ca
- Ontario shores adult structured psychotherapy/CBT -self refer @ ontarioshores.ca
- Community Counselling Centre (705-743-2272)
- Peterborough Youth Services for ages 10-18 (705-743-1681)
- Kinark Children and Youth (1-888-454-6275)

Colon Cancer Screening (FIT)

- You can call 1-866-828-9213 to have one mailed out

Telehealth Ontario

1-866-828-9213