



Dr. Neil Crofton

1120 Yates Street, Suite 402 | Victoria, BC | V8V 3M9

Notice of Practice Closure

Dear Patients:

It is with mixed emotions that I am announcing the closing of my General Practice. My last day seeing patients will be **April 30, 2024**. It has been a privilege and an honour to have helped you with your medical needs over these past years.

Finding a New Doctor

Unfortunately, I have not been able to find a physician to take over my practice. I recognize that finding a new physician may be stressful, but I encourage you to be proactive in your healthcare management during this time. I have provided some suggestions below on how you can find a new doctor:

1. Ask family and friends if they can try to get you in with their doctor.
2. Speak to your local pharmacist who may be aware of new physicians in your area.
3. Visit <https://www.healthlinkbc.ca/> or call 8-1-1 (7-1-1 for hearing impaired)
4. Contact **RSRS** (see below). They often are aware of physicians accepting new patients.

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

Your Medical Record - IMPORTANT

I am required by the College of Physicians & Surgeons 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 of your medical file for yourself and/or your new physician**. They will also explain how to keep your record up-to-date and how to provide it to your next doctor.

I encourage each of you to arrange for the transfer of your record as it is a particularly important file for your continued care and should be accessible at all times, especially in the absence of a new doctor. I have included an infographic illustrating 10 reasons why the record is so important. While there is a fee 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/DrCrofton

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

I would like to take this opportunity to thank you for allowing me to be a partner in your medical care and wish you all the best in the future.

Sincerely,

Dr. Neil Crofton

*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 British Columbia and the relevant privacy regulations.