



Dr. Dale Pepper

20260 county Road 43 | Alexandria, ON | K0C 1A0

Update to Notice of Practice Closure

Dear Patients:

As you are likely already aware, I am announcing the closing my general practice. **My last day of patient care will be May 31st. My office will be closed as of June 15, 2025.** It has been a privilege and an honour to have helped you with your medical needs over the years.

Finding a New Doctor

Unfortunately, I have not found a physician to take over the practice. Keeping in mind that finding a new physician today is challenging, I encourage you to be proactive in your healthcare management. Your medical record plays a big role in this (see below). Here are some suggestions 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.

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. 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/or your new physician. *Your medical record does not automatically follow you when you leave a medical practice, unless you arrange for it.*

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.* I have included an 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 for your medical record. My office will NOT be involved in the record copy / transfer process. RSRS might contact you as well, to ensure that all my active patients have been properly notified.

www.recordsolutions.ca/DrDPepper

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

Please note: You can arrange for your record immediately by contacting RSRS. Your record will be delivered after the practice closes, unless there's an urgent need sooner. There is a standardized fee for this service in accordance with guidelines

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

Sincerely,

Dr. Dale Pepper

*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.