



Dr. Henry Eng

100 Richmond Street West Suite 425 | Toronto, ON | M5H 3K6

Notice of Practice Closure

Dear Patients:

It is with mixed emotions that I am announcing the closing of my family practice. **My last day of patient care is December 20, 2024.** 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. I recognize that finding a new physician is challenging. I encourage you to be proactive in your healthcare management during this time. Your medical record is an important piece of this (see below). Here are some suggestions to assist you 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. *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/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.* 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 your medical record following my closure. It's possible that they may contact you as well, to ensure that all of my active patients have been properly notified.

www.recordsolutions.ca/DrHEng

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

(Please note: 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 but it is not prohibitive.)

Thank you for the privilege of being your doctor. All the best and good health to you.

Sincerely,

Dr. Henry Eng

*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.