



Dr. John Chan

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Notice of Practice Closure

Dear Patients:

After 35 years of dedicated service to my patients and community, I have made the decision to retire and close my medical practice as of **October 1, 2025**. This milestone represents a wonderful chapter in my career, and I am deeply grateful for the trust and privilege of having cared for many of you over the years.

Finding a New Doctor

While I was unable to arrange for another physician to take over the practice, I want to support you in finding excellent ongoing care. To help with this, I recommend maintaining your own copy of your medical record. Here are some helpful resources for finding a new healthcare provider:

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.

Note: 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 recommend obtaining a certified copy of your personal medical history. It is a very important resource for your continued care and can be helpful to have accessible, especially during your transition to 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/DrJChan

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

(Please note: You can arrange for a copy of your medical record immediately, 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 want to express my heartfelt gratitude to all my patients who have been under my care. It has been an honor to serve you, and I sincerely wish you all the best of health and happiness in the future.

Sincerely,

John Chan

*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.