



Dr. Alex (Wai-Keung) Lo

550 Terminal Avenue Unit 22B | Ottawa, ON | K1G 0Z3

Notice of Practice Closure

Dear Patients:

It is with mixed emotions that I am announcing the closing of my Family Practice **effective December 16, 2022**. It has been a privilege and honor to help you with your medical needs over the years. As you may be aware, I am not currently seeing patients however the office will remain open for prescription renewals and to review reports until December 16, 2022.

Finding a New Doctor

For continuity of care purposes, please start looking into finding a new family physician promptly with the following suggestions:

1. Ask family and friends if they can try to get you in with their doctor.
2. Call the "College of Physicians and Surgeons of Ontario" at 416-967-2603.
3. Call "Health Care Connect" at 1-800-445-1822 or register online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
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

I am required by the College of Physicians & Surgeons 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 copy for yourself**. Requests for your records from a new physician's office can be faxed in to RSRS at 1-877-398-5932 or emailed to info@rsrs.com

I strongly 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 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/DrLo

Tel: 1-888-563-3732 Ext. 1 Fax: 1-877-398-5932

Email: info@rsrs.com

It has been so very rewarding helping you over the years. I wish you good health and much happiness for the future.

Sincerely,

Dr. Alex Lo

*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.