



Dr. Louise Low MD, CCFP

102-16088 84th Avenue | Surrey, BC | V4N 0V9

Update to Notice of Practice Closure

Dear Patients,

As most of you are likely aware, my clinical practice will be closed **effective May 31, 2026**. It has been a true privilege to care for you over the years. I am deeply grateful for the trust you have placed in me and for the relationships we have built. Serving you and your family has been one of the most rewarding experiences of my professional life.

Kindly note that from April 14, 2026 to May 11, 2026 I will be away and not available for appointments, but the office will be open for phone and administrative assistance.

Finding a New Doctor

Your ongoing care is very important to me and I am working with the Division of Family Practice to find a physician to replace me and take on my patients. I recognize that finding a new physician is challenging and so I encourage you to be proactive in your healthcare management during this time. Your medical record is an important piece (see below). Here are some suggestions to assist you for ongoing care:

1. Ask family and friends if they can try to get you in with their doctor.
2. If you have not yet done so, please register with healthlink bc. This can be done by using this link: <https://www.healthlinkbc.ca/> or call 8-1-1 (7-1-1 for hearing impaired) if you cannot access a computer
3. Be in contact with **RSRS***. They often have access to additional resources which we don't have.

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 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.

*Your medical record does not automatically follow you when you lose your doctor or leave your doctor... unless you arrange for it. **RSRS will assist you in obtaining a certified copy of your record for your continued care. I encourage you to obtain your medical record copy regardless of your choice for continued care. It is your health fingerprint** and is a very important file for safe continued care. It should always be accessible, even and *especially in the absence of a new doctor*. I have included an infographic illustration of 10 reasons why getting your record is so valuable.*

Note: My office will NOT be involved in the record transfer process. This will only be done through RSRS. RSRS might also reach out to you to ensure that this notification has been properly received and to assist you further. You can contact RSRS in one of the following ways:

www.recordsolutions.ca/DrLouiseLow

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

(Please note: Arranging for your record can take place immediately by contacting RSRS. 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/formatting and transfer of your medical record in accordance with guidelines)

Thank you for allowing me to be a part of your healthcare journey. I wish you continued health and well-being in the years ahead.

Sincerely,

Dr. Louise Low

*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.



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