



Dr. Kenneth McAlister

1 Hesperus Road Suite 201 | Thornhill, ON | L4J 0G9

Notice of Practice Closure

Dear Patients:

After much deliberation I have decided to resign from my Family Practice at the Pegasus Medical Clinic. My last day will be **March 31, 2023**. It has been my honour to serve you through the years and I will miss the conversations we have had and the sharing of life's challenges we have walked through together so many times.

Although my colleagues and I have tried in many different ways to find other physicians to take up the work, we have not been successful in finding a person who would be willing and able to work effectively in both conventional and complementary medicine. I am truly sorry to have you go through the stresses of finding another physician. The time has come for me, at seventy- three years of age, to begin a new chapter in my life. There are many excellent conventionally oriented physicians and I advise you to find someone who will help you in your health care needs.

Continuity of Care

Dr. Roger Sen has an office nearby and has offered to take *200 patients on a first come, first serve basis*. If you are interested, please call his office soon. (There is further information about him attached to this letter.)

Dr. Kamyar Ghaffari has also offered to take on *some* patients who are over the age of 16. You can call his office and his assistant can book a meet and greet to decide if you are eligible for his practice

Please start looking for 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 "Health Care Connect" at 1-800-445-1822 or register online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner> (Only register with Health Care Connect after your last appointment with me)
3. **Dr. Roger Sen**: 1410 Major Mackenzie Drive West suite C9 Phone: 905-303-2700. He is accepting the first 200 patients on a first come first serve basis
4. **Dr. Kamyar Ghaffari**: 531 Atkinson Ave Unit 17 Thornhill, ON Phone: 905-762-0906. Please call his office to book a meet and greet
5. 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 Records- IMPORTANT

The College of Physicians & Surgeons requires me 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. RSRS will also assist you in **obtaining a certified and searchable copy of your medical file for yourself and/or your new physician**.

I encourage each of you to arrange for the transfer of your record as it is a particularly 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. There is a fee for the copy/transfer of medical records, but it is not prohibitive. Please do not delay in making arrangements by contacting RSRS today:

www.recordsolutions.ca/DrMcAlister

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

Email: info@rsrs.com

(Requests for your records by a new physician's office can be faxed in to RSRS at 1-877-398-5932 or emailed to info@rsrs.com)

It has been a privilege to have helped you with your medical needs over these past years. I wish you and your family good health and much happiness for the future.

Sincerely,

Dr. Kenneth McAlister

*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.

Introduction to Dr Roger Sen's Practice

You are receiving this letter because Dr McAlister is retiring from the practice and has asked me to offer you registration into my family practice. I am located at the Eagles Landing Medical Centre in Maple. <https://eagleslandingmc.com> If you decide to join, this letter is to inform you of the type of medical model we practice and the concept of **circle of care and outside use/care**.

The **circle of care** consists of all the doctors in the North Bathurst Family Health Organization (FHO), The Vaughan Urgent Care and any emergency department in the province. We are all in your circle of care and rotate being on call 7 days per week. (Location schedule on the next page.)

In this circle of care, I am your **primary doctor** and a member of the North Bathurst FHO. For any medical issue, you either call our office first at 905 303 2700 or self book a weekday phone appointment by going to <https://eagleslandingmc.com>. After 3 pm weekdays or weekends 7 am, contact our Afterhours North Bathurst FHO <https://eagleslandingmc.com>. <https://www.bndoctors.com> The Vaughan Urgent Care or any Emergency department can be visited at any time without an appointment.

It is **not recommended** that you go to a walk-in clinic, call a virtual clinic such as Shopper's, Maple, Telus or Greenshield, or call a housecall doctor. These are general practitioners (GP) or FD **not** in your circle of care and are considered **outside use and should be avoided. Our clinic is defunded when you use outside use and any outside use may result in your termination in the practice.** Finally, if you are not able to keep your appointment, please call our office 24 hours ahead of time to cancel/reschedule to avoid charges.

If you or any family member agree to join my practice, then each member 16 years of age or older will be required to sign, name and date a copy of this letter. Also, each member will be required to sign and date the Enrollment form. Please make copies of each if required. A scanned copy of this letter and enrollment form are acceptable and can be sent to contact@eagleslandingmc.com for review and processing.

If there are any questions, please feel free to talk to me or my staff. We are here to help.

Warm Regards,

Dr Roger Sen MD CCFP
Eagles Landing Medical Centre Patient's Sig, Print Name and date

Dr Sen's Schedule

Eagles Landing Medical Centre. 1410 Major Mackenzie Dr W, at Dufferin. Maple.

Phone consult: Monday to Friday. 9 am to 5 pm

In person visit: Monday, Tuesday and Thursday by appointment. Saturday 10 am to 2 pm (Walk-in) **Facemask** at all times.

Call 905 303 2700.

Online booking for weekday phone consult: <https://eagleslandingmc.com>

Afterhours On Call Doctors (When you cannot reach our office, or we are fully booked)

North Bathurst After Hours On Call Doctors

Booked by calling the Call Centre or calling the doctor's office directly.

Monday to Friday 5 pm to 8 pm. Call after 3 pm.

Saturday-Sunday. 9 am -12 pm. Call after 7 am.

Call Centre: 416 477 2844

Visit <https://eagleslandingmc.com> or <https://www.bndoctors.com>

Mackenzie Health Vaughan Urgent Care Centre

Walk-in

Monday to Friday 4 pm to 10 pm. Saturday-Sunday 10 am to 4 pm

9401 Jane Street, Maple (Jane St, North of Rutherford Rd)

Call 905 832 4554 Ext 4898

Cortellucci Vaughan Hospital Emergency Department

Walk-in. Open 24 hours.

3200 Major Mackenzie Dr W. Vaughan (Major Mackenzie Ave, Hwy 400)

Call 905 883 1212

Mackenzie Health Richmond Hill Emergency Department

Walk-in. Open 24 hours.

10 Trench Street, Richmond Hill (Major Mackenzie Ave, West of Yonge Street)

Call 905 883 1212

Any Emergency Department in Ontario

****Avoid walk-in clinics, virtual clinics (Telus, Maple, Shoppers and Greenshield) and housecall doctors****

January 2023