



March 8, 2024

Dear Patients,

Dr. Merle McMillan has made the difficult decision to close her practice due to illness. We understand that this information is very concerning to her patients and their families, and we are providing this letter to give you information to move forward with navigating primary care without a family doctor.

There is no replacement practitioner taking over Dr. McMillan's practice. The other providers at the collaborative practice do not have the capacity to take on new patients. Efforts to recruit new primary health care providers to the Kentville area are ongoing.

Effective immediately, when accessing care and asked to provide the name of your family physician, please indicate you **DO NOT** have one. Moving forward there is limited coverage monitoring results previously ordered by Dr. McMillan so this step is **VERY IMPORTANT** to ensure results are not sent to a mailbox or electronic medical profile that is no longer being monitored.

FINDING ANOTHER PROVIDER: Please call 811 (Monday – Friday 10am-6pm) or visit [needafamilypractice.nshealth.ca](https://www.nshealth.ca/needafamilypractice) to add your name to the Need A Family Practice list. This is important so that you can be accepted as a new patient when there is a nurse practitioner or family doctor accepting new patients in the Kentville area.

ACCESSING CARE:

- Please see the included document for options of Where to Go for Health Care in Kings and Annapolis. If you live outside of this area please visit this website for local information: <https://www.nshealth.ca/wheretogoforhealthcare>
- **Virtual Care Nova Scotia** provides access to virtual primary health care for all individuals on the Need A Family Practice list. Once you have added yourself to the Need a Family Practice Registry, you can register immediately for VirtualCareNS here: <https://app.getmaple.ca/register/p/nova-scotia-health>. Please visit www.virtualcarens.ca for more information.
- **For medical emergencies, call 911 or proceed to the nearest emergency room**

FOLLOW UP ON CONSULTS, TESTS, AND RESULTS:

- Non-routine referrals that have been sent will still go forward (i.e. MRI, ECHO, colonoscopy, specialist referral etc.) but it is very important to inform registration staff that you **do not have a family physician. You will need to follow up with a provider at an after-hours clinic, VirtualCareNS, emergency etc. to discuss the results of those tests. You will not be automatically contacted with the results.**
- If there are any tests that have been recommended that you complete in the future (i.e. yearly diagnostic mammogram or CT scan, repeat colonoscopy) you will need to access alternate care to have those tests ordered. Please see the handout included.

OBTAINING YOUR MEDICAL RECORDS:

Physicians are required by the College of Physicians and Surgeons of Nova Scotia 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. Dr. McMillan has selected **RSRS**, a physician-managed company, to safely and securely store all patient records from her practice. RSRS will also assist you in obtaining a certified and searchable copy of your medical file for yourself and/or your new physician.

You are encouraged 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, regardless of whether you have a new doctor or not. 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/DrMcMillan

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

Personal note from Dr. McMillan;

Dear Patients,

It is with an extremely heavy heart that I must inform you that I must close my practice on an urgent basis. Unexpectedly, my current health issues will not permit me to continue to practice.

I have always tried to listen thoughtfully to your problems and have searched for solutions. I hope that I have been empathetic when the news was not good. I have always felt honored by your trust. It has been a privilege to have known each and every one of you. This situation is not how I had hoped to end my career, but it is time for me to step away and take care of my own health. I have always believed that I have the best patients and I wish each and everyone of you a rich and fulfilling life moving forward.

Kindly,

Dr. Merle McMillan's Practice and Nova Scotia Health