



Dr. Monica Mentz & Dr. Hendrik Coetze

326 – 1175 Cook Street | Victoria, BC | V8V 4A1

Notice of Practice Closure

Dear Patients:

It is with mixed emotions that we are announcing the closing of our family practices. **Our last day of patient care is June 15, 2026.** It has been a privilege and an honour to have helped you with your medical needs over the years.

Finding a New Doctor

While we were unable to arrange for another physician to take over the practice and your care, we still want to support you in finding excellent ongoing care. To help with this, we recommend: **A)** Obtaining and maintaining your own copy of your medical record, and **B)** The following resources to help you find a new healthcare provider:

1. Ask family and friends if they can try to get you in with their doctor. (This is often the best way)
2. Speak to your local pharmacist who may be aware of new physicians in your area.
3. Visit <https://www.healthlinkbc.ca/> (Register with the Health connect registry)
4. Call 8-1-1 (7-1-1 for hearing impaired)
5. Visit <https://bchealthcarematters.com/patient-resources>
6. Be in contact with **RSRS***. They often have access to additional resources which we don't have.

Note: If you have an urgent medical matter in the absence of a doctor, please proceed to the nearest emergency room.

Your Medical Record

We are required by the College of Physicians and Surgeons of British Columbia to store all original patient records for a period before they can be destroyed. We have selected **RSRS**, a physician-managed company, to safely and securely store all patient records from our 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.*

We recommend obtaining a certified copy of your personal medical history following our closure, regardless of whether you have a new doctor. It is a very important resource for your continued care and it's important to have your record readily accessible at all times. We have included an infographic illustrating 10 reasons why getting your own record is so important.

Please contact RSRS for help with next steps in your care and your medical record following our closure. It's possible that they may contact you as well, to ensure that all of our active patients have been properly notified.

www.recordsolutions.ca/DrMentzDrCoetze

Tel: 1-888-563-3732

Email: info@rsrs.com

Fax: 1-877-398-5932

Please note: You can arrange for a copy of your medical record now, however unless it's an emergency, the actual delivery of your requested medical record will take place only after our practice closes. There is a fee for the copy/transfer of your medical record in accordance with guidelines.

We want to express our heartfelt gratitude to all of our patients who have been under our care. It has been an honour to serve you, and we sincerely wish you all the best of health and happiness in the future.

Sincerely,



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*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.