



## DR. MICHAEL H. MILES

103-777 Blanshard St, Victoria, B.C. V8W 2G9

### Notice of Retirement

Dear Patients:

It is with mixed emotions and after much consideration that I have decided to retire and therefore close my family practice. **My last day for seeing patients will be May 1st, 2020.**

After 36 years as a family doctor it is time for me to take this opportunity to do some other things including spending more time with my wife and family. I understand this may cause some of you distress and inconvenience and I apologize in advance for this. I have not been able to find another physician despite advertising across the country for the last half a year but am continuing to actively look. In the meantime, **I have made some suggestions for finding another doctor as follows:**

- 1) Check with family and friends to ask their doctors if they would take you in.
- 2) Contact the Victoria Division of Family Practice. They have a link to the Victoria Medical Society and have a list of physicians potentially accepting new patients.
- 3) Contact Healthlink BC @ 8-1-1. They can often provide advice and direct you to local walk-in clinics.
- 4) Your local walk-in clinic can provide health service and some continuity as after one visit that clinic would now be considered your medical home. It may mean that you will see different physicians at different times. However, the clinic will be responsible for keeping a single chart and record of your visits which provides some continuity.
- 5) Consider phoning, writing or visiting physician offices in your neighborhood. Some offices may consider taking on new patients but do not, as a rule, advertise this.
- 6) There is now a free mobile app from the app store called Babylon by Telus. This allows on-line access to medical advice and, if needed, the chance to speak to a physician without charge to you as it is covered by MSP.
- 7) Lastly, the emergency room will always be available to you for any urgent issues

### **Your Medical Record**

I am required to store all patient records for a period of time before they can be destroyed. I have selected RSRS to safely and securely store all patient records from my practice. They will also assist you in obtaining a *certified copy* for yourself and/or a new doctor.

I urge you to arrange for the transfer of your record as it is very important for your continued care, even in the absence of a new doctor. It is important that you have access to this information whenever it is needed. I have included an infographic illustrating 10 reasons for keeping your record. Please do not delay in making arrangements.

**[www.recordsolutions.ca/DrMiles](http://www.recordsolutions.ca/DrMiles)**

or call RSRS at

**1-888-563-3732, Ext. 1**

(Note: there is an administrative fee for the transfer of medical records)

Finally, I would like to take this opportunity to thank each of you for allowing me the privilege and honour of providing your health care over these many years. It reinforced the reason why I went into medicine in the first place. I wish you all the best of health and happiness in the years to come.

Sincerely,

Michael H. Miles, M.D.

\*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.