



Dr. Peter Sei-Kwong Chan

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Update to Practice Closure Notice

Dear Patients,

As an update to my previous notice of practice closure, many of you are aware that I have closed my practice **effective April 7, 2025**. Please be assured that your health and well-being remain my top priority, and I want to ensure a smooth transition as I retire. I wish to share some additional information regarding ongoing care and your medical records.

Finding a New Doctor

While I was unable to arrange for another physician to take over the practice, I want to support you any way I can so that you have ongoing care as required. I recommend obtaining your own medical record copy (see below). Additionally, here are some resources for ongoing care:

1. Call "Health care Connect" at 1-800-445-1822 or register online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
2. If you have had at *least one appointment* with Dr. Alvin Chan, he is open to taking you on as a patient. Unfortunately, you will not be able to join his practice if you have not met him in the past. He is otherwise not taking new patients.
3. Speak to your local pharmacist who may be aware of new physicians in your area.
4. Contact **RSRS** (see below), which may be able to offer advice on 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 Record

I am required by the College of Physicians and Surgeons of Ontario 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, and to assist you in obtaining a certified and searchable copy for yourself and for your new physician. *Your medical record does not automatically follow you when you leave a medical practice, unless you arrange for it.*

I strongly recommend that you obtain a copy of your personal medical record. It is a very important resource for your continued care and is especially helpful in the absence of a new doctor, and also during your transition to a new doctor. I have included an infographic illustrating 10 reasons why getting your own record is so valuable.

Please contact RSRS for assistance with the next steps in your healthcare journey and to make arrangements for your record. RSRS may also be contacting each of my patients to ensure they have been properly notified with all the necessary details. RSRS may be contacted at:

www.recordsolutions.ca/DrPSKChan

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

(Please note: My office will not be facilitating record transfers. This will only be handled by RSRS. There is a fee for the copy/transfer of your medical record in accordance with guidelines, but the fee is not prohibitive.)

It has been an immense privilege to care for you over the years. The relationships we have built, and the trust you have placed in me, have been deeply meaningful. I am truly grateful for the opportunity to have played a role in your healthcare journey.

Sincerely,

Dr. Peter Sei-Kwong Chan

*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.