



Dr. Susan Parker

4430 Bathurst Street, Suite 303 | Toronto, ON | M3H 3S3

Notice of Practice Closure

Dear Patients:

I am writing to let you know that I am retiring as of **March 15, 2024**. It has been a difficult decision however, after 37 years in practice, I feel that this is the right time. As of February 1, 2024 appointments will be limited to follow-up appointments and prescription renewals. Dr. Salim will also be leaving the practice as of February 15, 2024 in order to pursue other opportunities. I appreciate the excellent care that he has given our patients since 2019.

Finding a New Doctor

I recognize that changing physicians may be stressful, but I encourage you to be proactive in your healthcare management during this time. I have provided some suggestions below on how you can find a new doctor.

1. Ask family and friends if their doctor might be able to accept you as a patient.
2. Speak to your local pharmacist who may be aware of new physicians in your area.
3. Call "Health Care Connect" (a Ministry of Health service available to help Ontarians locate a new healthcare provider) at 1-800-445-1822 or register online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
4. Contact **RSRS** (see below). They often are aware of physicians accepting new patients and can also recommend some virtual/online options.

You are encouraged to find a new family physician of your choice. However, if you are unable to do so, **Dr. Victor Liao and Associates at the Compass Medical Clinic** (4800 Leslie Street, Suite 301) have agreed to accept patients who are unable to find another physician. As a former patient of my practice, you will be assigned to one of the family physicians at Compass Medical Clinic. As the Compass Medical Clinic is a digital practice, **it is recommended that you obtain a digital copy of your medical record (available from RSRS) and bring it with you to join their practice**. Transitioning to a new physician can be difficult, however I am confident that the physicians at the Compass Medical Clinic will provide you with excellent care. A letter of introduction from Compass Medical Clinic is enclosed.

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

Your Medical Record

The College of Physicians & Surgeons requires that original patient records be safely stored for a period of time before they can be destroyed. **Your medical record does not automatically follow you to your next doctor.** I have selected **RSRS**, a physician-managed company, 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 your new physician of your choice.

I recommend that you each obtain a certified copy of your personal medical history. It is an 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. While there is a fee for the copy/transfer of medical records, it is not prohibitive. You can make arrangements for your medical record by contacting RSRS at:

www.recordsolutions.ca/DrParker

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

I am grateful to our administrative assistants, Maria and Sue, for their excellent work and dedication. Their skilled assistance has been essential in enabling us to provide excellent patient care.

I wish all of you the very best in the future.

Sincerely,

Susan Parker 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 Ontario and the relevant privacy regulations.

Greetings from Compass Medical Clinic!

Compass Medical Clinic has agreed to accept patients who are unable to find another physician after Dr. Susan Parker's retirement. We are excited to have you as a part of our community and look forward to providing you with the highest quality healthcare services. As a former patient of Dr Susan Parker's practice, you will be assigned to one of the family physicians at Compass Medical Clinic. As we are a digital practice, *it is recommended that you obtain a digital copy of your medical record (available from RSRS) and bring it with you when you join our practice.*

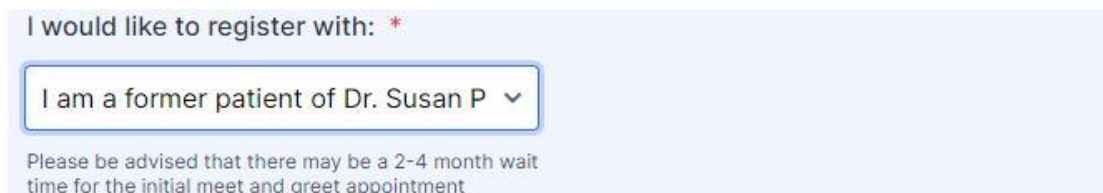
To get you started, we would like to provide you with some essential information on how to register as a new patient with our clinic and familiarize you with our clinic policies.

Dr. Susan Parker Patient's - Registration Form:

Please click on the link below to access the new patient registration form:

<https://hipaa.jotform.com/211663996419064>

Please select "I am a former patient of Dr. Susan Parker." for this section.



I would like to register with: *

I am a former patient of Dr. Susan P ▼

Please be advised that there may be a 2-4 month wait time for the initial meet and greet appointment

A separate form needs to be completed for anyone in your household who is 16 years old or older (i.e. you cannot add a child 16 years old or older as a dependent on a parent's form).

Clinic Policies:

1. Our physicians work together with nurse practitioners (NPs) to deliver comprehensive care. All medical concerns are reviewed by our physicians, however, you may often be able to secure an appointment with one of our nurse practitioners earlier than with your physician.
2. Our administrative team works hard to meet our patients' needs in a timely manner. To optimize this, email is our primary means of communication between patients and our clinic staff. Emails and voicemails will be responded to on the same day during office hours (Monday to Friday, 9:00am to 5:00pm), or the next business day at the latest.
3. We acknowledge that the North York community is diverse and our clinic has staff that can communicate in some languages other than English. However, English is our clinic's primary language of operation and communication. We cannot always guarantee that a physician or NP who speaks a language other than English will be available, and in these cases it is the patient's responsibility to bring an interpreter to their appointment.

Once again, welcome to Compass Medical Clinic. We look forward to meeting you and serving as your dedicated healthcare team.

Sincerely,

Compass Medical Clinic team