



Dr. Robin Pellow B.Sc. MD CCFP(EM) FCFP
8000 Bathurst Street, Building A – Unit 2A | Thornhill, ON | L4J 0B8

Notice of Practice Closure

Dear Patients:

With mixed emotions, after nearly 38 rewarding years in practice, and after a series of personal medical issues this year, I have decided to retire from full time family practice. I remain off work at this time with the practice being covered by a locum physician. I hope to return to the office, albeit on a significantly reduced, part time basis, starting in November, with a wind-up of the practice by **January 31, 2026**.

Finding a New Doctor

If you have access to another physician, I encourage you to consider transferring your care at this time to ensure continuity and the level of availability you deserve. I have been trying to bring a new physician into the office for over a year now, with no success. My office colleagues have been clear that their practices cannot handle more of a load than they have already. While I was unable to arrange for another physician to take over the practice and your care, I still want to support you in finding excellent ongoing care. To help with this, I 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 and get you in with their doctor.
2. Speak to your local pharmacist who may be aware of new physicians in your area.
3. Call "Health Care Connect" at 1-800-445-1822 or online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
4. Contact **RSRS** (see below). They have various resources that can assist you while you are searching for a new doctor.

Note: 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/or your new physician. *Your medical record does not automatically follow you when you leave a medical practice, unless you arrange for it.*

I recommend obtaining a certified copy of your personal medical history. It is a very important resource for your continued care and it's important to have your record readily accessible at all times. I have included an infographic illustrating 10 reasons why getting your own record is so important.

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

www.recordsolutions.ca/DrRPellow
Tel: 1-888-563-3732 Fax: 1-877-398-5932 Email: info@rsrs.com

(Please note: You can arrange for a copy of your medical record immediately, however unless it's an emergency, the actual delivery of your requested medical record will take place only after my practice closes, unless you've already found a new doctor. This will ensure that all information up until the date of transfer, or practice closure, is included. There is a fee for the copy/transfer of your medical record in accordance with guidelines.)

It has been a profound privilege and honour to serve as your family physician and be a part of your health care journey for so many years. I have deeply valued the trust you have placed in me and our relationships over these years. I wish you all the best as I move forward with this next chapter of my life.

Warm Regards,

R. Pellow B.Sc. MD CCFP(EM) FCFP

*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.