



Dr. Susan Low

4636 Calgary Trail NW | Edmonton, AB | T6H 6A1

Notice of Practice Closure

Dear Patients:

It is with mixed emotions and after much thought that I have decided to close my general practice. It has been a privilege and an honour serving as your doctor for over 40 years. I have loved being a family physician for so many reasons. It is now time for me to spend more time with my family and pursue other interests. **My last day seeing patients will be on November 30, 2023.**

Finding a New Doctor

Unfortunately, I have not found a physician to take over my practice. I recognize that finding a new physician to take on your care 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 may be accepting new patients.
2. Speak to your local pharmacist who may be aware of new physicians in your area.
3. Go to <https://albertafindadoctor.ca/>
4. Contact "Health Link Alberta" at 1-800-408-5465.
5. Contact **RSRS** (see below). They often are aware of 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

The College of Physicians & Surgeons requires that all my original patient records be safely stored for a period of time before they can be destroyed. **Your medical record does not automatically follow you without instruction from you.** 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 copy* for yourself and/or your new physician.

I encourage each of you to 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/DrSLow

Tel: 1-888-563-3732

Fax: 1-877-398-5932

Email: info@rsrs.com

Thank you for your kindness and support over these many years. I wish you well and good health for the future.

Sincerely,

Dr. Susan Low

*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 Alberta and the relevant privacy regulations.