



Dr. Susan Matthews

McKenzie Family Practice

207-3930 Shelbourne St. | Victoria, BC | V8P 5P6

To all my wonderful and longtime patients!

I want to let you know that Sheila and I will be retiring this June. **My last day seeing patients will be June 18, 2026.** It has been a great pleasure and an honour to have looked after you and your families since 1998. I decided I wanted to be a family doctor when I was 10 years old, and it has been fantastic to practise medicine in Victoria for nearly 30 years. I could not have done it for the last 25 years without Sheila, the best MOA ever!

Continuity of Care

While planning my retirement, I did not want to abandon my patients, so over these past two years I have been diligently searching for a replacement doctor for my practice. I am very pleased to announce that a clinic here in Victoria is willing to take on those of my patients who wish to join their practice!

Terra Nova Jubilee Clinic

1803 Fort St.

Victoria, BC V8R 1J6

Phone: 250-363-9904 Fax: 250-380-0062 Email: jubilee@terranovamedical.ca

Terra Nova Jubilee is a mixed primary care clinic with both a family doctor and nurse practitioners who are willing to accept my patients. However, it will take many months to transition over my full patient panel. **Beginning on March 2, 2026, the Terra Nova Jubilee Clinic will begin contacting you to come in for a meet and greet with a practitioner to ensure a mutually agreeable therapeutic relationship.** The clinic will be given a list of my patients to reach out to on a weekly basis and so it may still be many weeks before you are contacted. Please do proceed to connect with a new provider and transition your care, although I will continue to work in my practice until June 18 as usual. It may take up to six months to onboard everyone.

Terra Nova Jubilee is only able to provide care for patients who reside on the Island, so for those of you who live on the Mainland and beyond, I am unable to assist you in your search for a new physician. University students who have their permanent address here will be included in the transition. For those of you who are north of the Malahat, there has been an unexpected delay in the arrival of the new doctors in Duncan: your names are on a waiting list for the clinic. If you require care in the meantime, TN Jubilee will onboard you. For those of my patients who decide not to join Terra Nova Jubilee Clinic, you are welcome to make your own arrangements.

Terra Nova Jubilee clinic's preferred contact method is by email (the opposite of us!). They will send you an email invitation to come in for your first appointment and prefer you not phone to ask. I have included the contact information if you do need to call them, particularly if you require care after my office closes and before you have received the onboarding email.

Your Medical Record

I am required by the BC College of Physicians and Surgeons 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. To ensure a smooth transfer of care to the Terra Nova Jubilee Clinic, it is helpful to bring a copy of your record. *Your medical record does not automatically follow you when you transfer... unless you arrange for it.* **RSRS will assist you in obtaining a certified copy of your record to transfer to the Terra Nova Jubilee Clinic or to another physician of your choosing.** I encourage you to obtain your medical record copy regardless of your choice for continued care. RSRS produces a searchable pdf which is far more practical for your new provider than some other transfer systems. Terra Nova Jubilee clinic will receive then a digital copy to download into your chart.

Note: My office will NOT be involved in the record transfer process. This will only be done through RSRS. Please don't ask Sheila to make a copy for you. RSRS might also reach out to you to ensure that this notification has been properly received and to assist you further. You can contact them in one of the following ways:

www.recordsolutions.ca/DrSusanMatthews

Tel: 1-888-563-3732 Fax: 1-877-398-5932 Email: info@rsrs.com

(Please note: Arranging for your record can take place immediately by contacting RSRS. However, unless it's an emergency, the actual delivery of your requested medical record will take place only after my practice closes in June, when the files upload. There is a fee for the copy/formatting and transfer of your medical record in accordance with guidelines, but the fee is not prohibitive.)



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I have been a doctor for over 30 years, delivered approximately 2,000 babies, and followed people longitudinally through the challenges and excitement of their lives. It has been a truly great pleasure to know and care for you over many of these years. I am also excited for the next chapter in my own life: an 800km walk on the Camino de Santiago, and the transition to part-time practice on Prince Edward Island.

I wish you the best and thank you for your support!

Best Wishes,

Dr. Susan Matthews, MDCM, CCFP

*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.