



# HarbourView

FAMILY HEALTH

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## Dr. TONY VALENTE, M.D., MSc, CCFP

1040 Oliver Rd Ste 301, Thunder Bay ON P7B7A5

Dear Patients:

It has been a great honor and privilege serving as your doctor and a member of the Harbourview Health Organization. Unfortunately, due to matters, the vast majority of which are outside of my control, it is with profound disappointment that I regret to inform you, I will no longer be your family physician as of Feb 28, 2023. As of this date you will no longer be a patient of Harbourview and are not able to access the services provided there. Richard Mackenzie NP and Stephanie Templeman NP will no longer be seeing my patients as of this date **My practice will be closed effective FEBRUARY 28<sup>TH</sup>, 2023.**

### **Finding a New Doctor**

As you may know, there exists a shortage of family doctors in the area. Despite my efforts, I have not been able to find a doctor to take over my practice. Currently no physicians at Harbourview are accepting patients. Please continue to proactively seek an alternative. You will need to be resourceful to ensure continuity of care. I suggest the following:

1. Ask family and friends to ask their doctors if they would take you in.
2. Call "Health Care Connect" at 1-800-445-1822 or online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
3. Contact RSRS (see below). They often become aware of doctors accepting new patients and they also have additional resources to facilitate continuity of care.

*(In the event of a medical emergency, always proceed to the nearest Emergency Department)*

### **Your Medical Record**

The College of Physicians & Surgeons requires me to store all original patient record(s) 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. RSRS will also assist you in **obtaining a certified copy of your medical file for yourself and/or your new physician**. (Note: My office will not be providing you your chart. You must contact RSRS to make arrangements.) Requests for your records by a new physician's office can be faxed in to RSRS at 1-877-398-5932 or emailed to [info@rsrs.com](mailto:info@rsrs.com)

As a last piece of medical advice, **I encourage each of you to arrange for the transfer of your record as it is a very important file for your continued care and should be accessible at all times**, even (and especially) in the absence of a new doctor. (I have included an infographic illustrating 10 reasons why). While there is a fee for the copy/transfer of medical records, it is not prohibitive. Please do not delay in making arrangements by contacting RSRS today at:

**[www.recordsolutions.ca/DrTValente](http://www.recordsolutions.ca/DrTValente)**

**Tel: 1-888-563-3732, Ext. 1**

**Fax: 1-877-398-5932**

**Email: [info@rsrs.com](mailto:info@rsrs.com)**

Again, it has not been easy to leave my practice. I wish you and your family all the best, good health, and happiness in the future.

Yours sincerely,

Tony Valente, MD

\*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.