

**Harvey Knapp, MD**

**Enhanced Care Clinic  
3857 Lake Shore Blvd. West, Etobicoke, ON M8W 0A2  
Phone: 416-354-2640  
Fax: 647-729-2008**

October 21, 2021

Dear Patients,

I am writing this letter to inform you that I will be retiring from Family Practice on **December 1st, 2021**. I have thoroughly enjoyed my 43 years of medical practice and have been blessed with a group of loyal patients. It has been a privilege to work with you.

There is no other doctor accepting at Enhanced Care currently. If you need assistance finding a new family physician, please contact **Health Care Connect** at **1-800-445-1822**. This is a service provided by the Ministry of Health, to help patients locate a new family doctor.

Your medical records will remain and can be accessed at Enhanced Care Clinic. I request that you kindly update all your other Healthcare Providers, including all specialists, with the name of your new family doctor, as soon as possible, to ensure continuity of care.

**Please note that any medications prescribed by me will not be valid for dispensing after November 30th, 2021.** Please visit your pharmacy as soon as possible to pick up your prescriptions.

I would like to thank you and your family for the confidence that you have had in my medical care over the last 43 years. It was a pleasure working with you to address your health challenges and concerns. Thank you for enriching my professional and personal life immeasurably. I have truly enjoyed being your Family Physician and I wish you all the best in the future.

Sincerely,



Dr. Harvey Knapp, MD

## **Q&As**

### **1. How can I find a new family doctor?**

You can contact **Health Care Connect** at **1-800-445-1822**. This is a service provided by the Ministry of Health to help patients locate a new family doctor. We currently do not have a family doctor accepting new patients at Enhanced Care Clinic.

### **2. What happens if I need to see a doctor soon?**

You can visit a walk-in clinic of your choice. If it is an emergency, you should visit your nearest hospital/ER right away.

### **3. What if I need my prescription renewed/refilled?**

Unless it is a narcotic or controlled medication, your pharmacist is also able to extend your prescriptions. You can also visit a walk-in clinic of your choice. When visiting another clinic, remember to bring your prescription bottles with you and also the list of medications from your pharmacy.

### **4. What if I have outstanding results and reports to be reviewed?**

You can visit one of the walk-in doctors at Enhanced Care or any walk-in clinic of your choice to review the results with you. Your results (e.g. lab results) or reports (e.g. specialist reports) can be accessible by your new family doctor or a walk-in doctor. They can request the report directly from the lab/ specialist or contact us at Enhanced Care.

### **5. When I find a new family doctor, how do I transfer my medical records?**

Your new family doctor can request the release of medical records with your signed consent and we will send them to your new clinic. An administrative fee is applicable per Ontario Medical Association guidelines for clinical staff resources, including photocopying costs and postage.

### **6. What if I just want a copy of my records for myself?**

You can do that as well. Just put in your request with one of the receptionists. Depending on the size, it will usually be ready in a few business days for you to pick up. An administrative fee is applicable per Ontario Medical Association guidelines for clinical staff resources, including photocopying costs and postage.

### **7. What if I want a copy of the records for my family?**

For your underage children, you can request with the receptionists, the same way it is for yourself. For your other family members (husband, parents or other children), unless there is prior authorization, we will need a signed consent from them for privacy reasons. They can also request directly themselves and have it picked up by you.