

Dear Patients,

After much careful consideration, I have made the difficult decision to leave Enhanced Care Medical Clinic with my office closing day being August 17, 2022.

Your medical records will remain and can be accessed at Enhanced Care Clinic. If you choose to join another clinic elsewhere, your records can also be transferred. This can be done when you provide a written consent form and the physician details for a charge.

Alternatively, you can also contact **Health Care Connect**, a service provided by the Ministry of Health, to help you locate another new family physician. Their phone number is 1-800-445-1822.

In the meantime, if you have any outstanding medical issues, you can still book with me. If my schedule is fully booked, you can also access one of the walk-in physicians at Cloverdale clinic (225 The East Mall Unit 9) or Dundas West clinic (2940 Dundas St W) or Telemedicine (GotoDoctor.ca or 1-833-820-8800).

Thank you for the opportunity to serve you. It has been a pleasure to be your family physician.

Sincerely,

A handwritten signature in black ink, appearing to be 'AD' with a large loop, representing Dr. Arthur Dermen.

Dr. Arthur Dermen

**NOTE:** If you do not belong to Dr. Dermen's Family Practice, please disregard this notice. Thank you.

## **Q&As**

### **Where do I find a new family doctor?**

You can contact other clinics in the community to see if they are accepting. You can also contact **Health Care Connect**, a service provided by the Ministry of Health to help you locate a new family physician. Their phone number is 1-800-445-1822.

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

I am continuing to provide care at the Enhanced Care Clinic until August 17, 2022. You are also welcome to see one of the walk-in doctors at Cloverdale clinic (225 The East Mall Unit 9) or Dundas West clinic (2940 Dundas Street West) or Telemedicine (GotoDoctor.ca - phone# 1-833-820-8800). They will have access to your records and history. You can also visit a walk-in clinic in the area. If it is an emergency, you should visit your nearest hospital right away.

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

You should have no concern. Unless it is a narcotic or controlled medication, your pharmacists can help you renew your prescriptions. The walk-in doctors at Enhanced Care and other walk-in clinics can also help you with that. If you are visiting another clinic, please remember to bring your prescription bottle with you.

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

If it is after August 17, 2022, you can visit one of the walk-in doctors at Enhanced Care who can review the results with you. Your results (e.g. lab results) or reports (e.g. specialist reports) can also be accessible by your new family doctor or other walk-in doctors. They can request them directly from the lab or specialist or can also contact us at Enhanced Care.

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

If your new doctor is at Enhanced Care, then there is no need to transfer your records. If your new doctor is at another clinic, either you or your new doctor can request the records and we will send it over to your new clinic.

### **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.

### **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), we will need a signed consent from them for privacy reasons. They can also request directly themselves and have it picked up by you.

**NOTE:** *If you do not belong to Dr. Dermen's Family Practice, please disregard this notice. Thank you.*