

Dr. Fan-Wah Mang
1420 Burnhamthorpe Rd. East, Suite 205
Mississauga, ON
L4X 2Z9
Tel 905-625-4016
Fax 905-625-7721
Website eastgatefamilyphysicians.ca

January 31, 2024

To my patients,

I wish to inform all of you of the upcoming permanent closure of my family medicine practice effective May 31, 2024. This difficult decision comes after much self-reflection as well as consultation with colleagues and peers in health care. Please rest assured that I am not ill, but with the current state of health care in Ontario, and the current crisis affecting family doctors, I am no longer able to sustain the quality of primary medical care that you have come to enjoy for the last 29 years of my career. I know that this news will come as an unexpected turn of events for all of you, and I acknowledge that the next few months will be a difficult transition for my patients.

To date, there is no family physician available to assume care of my patients in the current practice setting. Dr. Juanita Chan will be closing her practice as well. Dr. Ravinder Sohi will continue her family practice, which is currently full, in a new location to be determined. It is in the best interests of my patients to maintain continuity of care by seeking a new family physician in a new location. I have several recommendations to help you all find a new family physician.

First of all, if you have moved away from the vicinity of our practice in Mississauga, I strongly encourage you to find a new family physician in your new community. This can be achieved by checking the websites of your local hospitals and public health units. You can also contact Health Care Connect at 1-800-445-1822, or register online at hcc3.hcc.moh.gov.on.ca. This is a province-wide service that helps all Ontario citizens find a primary health care provider.

If you continue to live in the vicinity of our practice, there are a couple of options for you:

1. Dixie Road Medical Associates is a group of 9 family physicians (5 female and 4 male) on Dixie Road in Mississauga, just south of Queensway E and they can be reached at telephone 905-279-1700 or at dixieroadmedicalassociates.com. All nine physicians have agreed to accept some of the patients of Dr. Mang and Dr. Chan. You will need to come to our office to pick up registration forms for this group practice if you wish to pursue this option. There is no need to register for the online waiting list as long as you pick up their forms from our office.
2. Please make use of any other contacts that you may have, including family members who may be seeing another family physician. They may very well agree to accept you as a new patient because of your relation to a current patient in their practice.

Once you have found a new family physician, they will send a request to me for your medical record to be transferred with your authorization. Records will be prepared and transferred as soon as possible when this signed consent is received. There will be a \$50 fee, to be paid in advance, to cover the cost of preparing and transferring your medical record to your new family physician. I am well aware that, despite best efforts, some

patients will not be able to find a new family physician immediately. They can request their medical record directly by contacting our office by telephone at 905-625-4016 before May 31, 2024. The medical record will then be transferred to them directly for the same \$50 fee which must also be paid in advance.

Once the practice closes on May 31, 2024, the current office space will be vacated and we will no longer be able to accept requests for transfer of your medical record or address any fees associated with this service. At that point, all records will automatically be transferred to an independent medical records management and storage facility who will store and transfer medical records securely and with your authorization, in compliance with guidelines set forth by the CPSO, PHIPA, and PIPEDA. Details on the specific medical records management and storage facility will be available on our website, eastgatefamilyphysicians.ca, as well as the CPSO website. Their fee for transferring records is not known to us, but is usually determined based on the size of your medical record.

At this time, I will be available until May 31, 2024 to address any urgent medical concerns. If you have any outstanding tests to complete (lab tests, imaging, etc.), please do so before May 31, 2024. Those patients with pre-scheduled investigations booked after May 31, 2024 may proceed to complete them as booked, but test results arriving after May 31, 2024 may need to be reviewed with your new family physician. I will no longer be scheduling annual checkups, but any medical procedures or investigations that are due to be completed can be booked in our office, including childhood immunizations. I will no longer be arranging non-urgent referrals to specialists as we will not be able to monitor their bookings after May 31, 2024. Any referrals already initiated at this point will be monitored until they are successfully booked, and any urgent referrals will be managed appropriately. Please address any requests for new referrals with your new family physician. Please inform any specialists that you are seeing that you will be changing family physicians and that we will not be receiving or reviewing any consultation reports after May 31, 2024. They will need to send consultation reports and recommendations to your new family physician. Prescriptions will be renewed until May 31, 2024 and you are strongly encouraged to establish yourselves with a new family physician soon to avoid running out of medication. If you have any allergy serum, personal immunizations, Vitamin B12 vials, medications, or other treatments in our possession, they will need to be picked up by you and transported appropriately to your new family physician.

I wish for all of you to know that it has been my greatest honour and privilege to be entrusted with your medical care all these years. I appreciate each and every one of you, and I know that any future family physician will be very, very fortunate to accept you as their new patient. It is with great regret that I must close my family practice and please know that I have done everything in my power to address and sustain your health care needs to the best of my knowledge, experience, and ability. It has always been my greatest wish to be a family physician and I thank all of you for making that dream come true. I wish you all the best in your future lives and may you continue to enjoy good health.

Yours very truly,

Dr. Fan-Wah Mang, MD, CCFP

Why am I losing my family doctor?

The following letter was written by your current family doctor and recently sent to our provincial government and all interested parties. It was my best effort to try and highlight the pressures and challenges that we experience as your family doctor in our current healthcare system in Ontario. Obviously it was not successful as I have received no meaningful response from anyone in government. As I could not save my family practice, I see it as my last duty of care as your family doctor to share this letter with you in order to empower all of my patients and educate them about what is happening to health care in Ontario. It is my sincere hope that someone, somewhere, can make use of this letter to effect some change in how health care is delivered to you. I have great faith in all of you and your ability to make the sentiments of Ontario family physicians known to the ones who have the power to improve all of our lives. Thank you again for the privilege of being your family doctor.

Dr. Fan-Wah Mang, MD, CCFP

I am a family physician currently practising in Mississauga. I have devoted 29 years of my life to family medicine and have provided primary care to a loyal group of patients living in Ontario in east Mississauga. Due to the current crisis in family medicine, I will be closing my practice this spring. My family physician colleague will do the same as we cannot sustain the costs of our practices individually. As a result of our joint departure, there will be thousands of additional patients orphaned without a family doctor in Peel region and beyond. Neither one of us is at the age of retirement, but we are forced to close our doors due to unsustainable conditions that impair our ability to maintain the quality of health care that our patients need and deserve to have. As a province, we should be outraged and ashamed of our performance thus far in providing inadequate care and resources to our aging population and its complex medical needs. Delegating medical tasks to allied health professionals who lack training and experience is not a solution, no matter how much more affordable it may seem at first. The citizens of Ontario are not that naive, and they know what quality health care should be. No amount of advertising on television or social media will successfully fool Ontarians to believe that the full breadth of primary medical care can be fully delivered at a pharmacy or telephone-based call service or private nurse practitioner offering care at a premium price. Our taxes should more than adequately cover our health care costs as long as they are distributed appropriately and not squandered into useless projects that are started and then abandoned when they are found to be fraught with poor insight not to mention blatant conflicts of interest that compromise the integrity of the government of Ontario. The legal consequences of such fruitless pursuits are both expensive and wasteful. These ill-informed decisions have plagued all governments and parties in this province, as my comments are non-partisan and do not isolate any one group. It is simply time to grow up and stop thinking about yourselves and start thinking about how to look after your citizens. Ontario deserves much, much better administration that it is getting right now. I have lived in this province for my entire life, and I have never, never seen such a level of incompetence as I see right now. It is an embarrassment to me to try and explain to my patients why they cannot receive the care that they deserve!

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