

**Dr. Juanita Chan, MD, CCFP, FCFP**

**205-1420 Burnhamthorpe Road East**

**Mississauga, ON L4X 2Z9**

February 5, 2024 (updated)

To My Patients:

It is with mixed emotions that I share the news of the upcoming permanent closure of my practice, effective May 31, 2024. Making this difficult decision comes after much self-reflection and deep consideration of the current state of health care in Ontario, particularly in family medicine. Regrettably, I am no longer able to sustain the level of care that I believe each of you deserves. While this announcement may come as a surprise to many, please know that it was not made lightly.

I will be transitioning to a different role within the health care sector, allowing me to continue contributing to the well-being of individuals. Additionally, I intend to spend more quality time with my family, so that I may have a more balanced life.

Unfortunately, I have been unable to find another physician to directly take over my practice. My colleague Dr. Fan-Wah Mang, will also be closing her practice. My colleague Dr. Ravinder Sohi, will be moving her practice to another location (please note that her practice is closed to new patients).

If you live in the vicinity of our building, there are some family physicians in a nearby office who are currently accepting a limited number of patients:

Dixie Road Medical Associates at 2200 Dixie Rd, Mississauga (Tel: 905-279-1700) – 4 male and 5 female physicians accepting patients (please speak to myself or to one of our staff if you are interested in this option)

I recognize that changing physicians can be quite stressful, but I strongly encourage you to seek continuity of care by starting your search for a new family physician as soon as possible. For assistance in this process, you may contact Health Care Connect at 1-800-445-1822, or register online at [hcc3.hcc.moh.gov.on.ca](http://hcc3.hcc.moh.gov.on.ca). Additionally, information about physicians accepting new patients in your area can be obtained through your local health region or hospital websites.

Upon finding a new family physician, kindly request the transfer of your medical records. If the request is made prior to May 31, 2024, there will be a \$50 fee, to be paid in advance, to cover the cost of preparing and transferring your medical records. Shortly after this date, the office

space will be vacated, and we will no longer be able to accept requests for transfer of your medical records. All medical records will then be transferred and securely stored at a record storage facility, the details of which will be made available on our office website, within our office, and on the CPSO website, once determined. This facility will provide a copy of your records for a fee based on the size of your chart.

If you are unable to find another family physician in a timely manner, but would like a personal copy of your medical records for your future health care provider, please inform the office prior to May 31, 2024. The same \$50 fee will apply.

For those with pending lab or imaging requisitions not booked for a specific date, kindly complete them prior to May 1, 2024. Tests conducted after that date may not be received in a timely manner, potentially hindering necessary follow-up. Those patients with pre-scheduled investigations booked after May 31, 2024 may proceed to complete them as booked, but any test results arriving after this date will need to be reviewed with your new family physician.

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. 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.

If you have any allergy serum, Vitamin B12 vials, or other treatments in our possession, they will need to be picked up by you and transported appropriately to your new family physician.

I would like to express my genuine appreciation for the trust you placed in me to care for your health all these years. It has truly been an honour and a privilege to be part of your lives. I will miss each one of you and wish you all the very best in your continued well-being.

Sincerely,

Dr. Chan