

October 26, 2022

Dear patient,

I am writing this letter to update you regarding our physician-patient relationship. If you have had an appointment with me over the past few months, you are already aware that, after much careful consideration and contemplation, I have arrived at the difficult decision to close my family practice to prepare for many changes ahead. This will, unfortunately, mark the end of our physician-patient relationship as well as your registration at Keystone Medical Family Clinic. Below is a timeline of key dates for you to consider as I wind down my practice:

Final in-person appointment date: October 27, 2022

Automatic enrolment end date with Ministry of Health and Long Term Care: October 31, 2022

It has been very difficult for me to arrive at this decision, and I do sincerely apologize for any hardship that may arise as a result of this change. A wide variety of complicating factors have contributed to my arriving at this difficult decision. I will continue to provide you with medical care up until that date and will ensure that any pending investigations will be addressed by then. I may also be able to prescribe additional refills on your medication beyond this date to help with your transition of care. I do appreciate that this news likely comes as a shock, as it is quite sudden and unexpected. Due to the significant challenges posed by staffing issues over the past two years, the staff that I do currently employ are unable to keep up with the overwhelming workload of operating, and now closing down, a family practice. I thank you in advance for your understanding and patience with them as they help me navigate this difficult time.

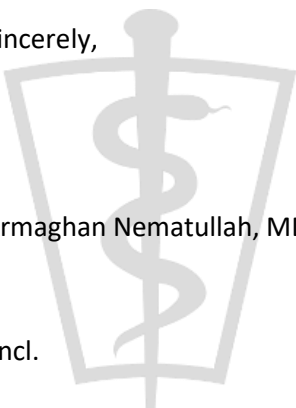
I have attached a substantial list of potential family physicians in the general area who I suggest you contact to secure registration as soon as possible. The feedback that I have received so far on this front is that my patients have had good success in securing a new family doctor without too much difficulty. Additionally, a list of community health centres in Ontario is available on the Ontario Ministry of Health and Long-Term Care website. You should also consider registering for Health Care Connect, which is a service provided by the Ministry of Health and Long-Term Care that connects patients to family physicians near you who are accepting new patients. You may also wish to contact your local hospital to see whether any physicians on staff are accepting new patients. Lastly, some physicians, including those who are new to an area or who are beginning to establish a practice, will advertise that they are accepting new patients.

I urge you to obtain another physician or primary healthcare provider as soon as possible. With your consent, I will be pleased to provide them with a copy or summary of your medical records for a standard fee.

Going forward, please contact the clinic by telephone only at 905-793-8443 to coordinate your medical and administrative needs. Due to the overwhelming workload caused by closing my practice, all requests should be made via telephone or voicemail message. I and my staff are no longer able to communicate with patients via MyHealthAccess message and the messaging feature will be disabled effective immediately. Additionally, you will likely face some difficulty reaching a staff member over the phone, as our physical clinic location will be permanently closing at the end of this month. Kindly leave one voicemail only so that they are able to return calls more effectively. I do sincerely apologize for this great inconvenience.

I thank you again for your understanding and support during this difficult and stressful time. I am grateful to have had the opportunity to be your family doctor. I wish you and your loved ones all the very best in the future.

Sincerely,



Armaghan Nematullah, MD

Encl.

Family Physician Resources

Appletree Medical Group

www.appletreemedicalgroup.com/medical-services/family-medicine/roster-now-ontario/

Aries Medical Centre

www.ariesmedicalcentre.com

Brameast Family Health Organization

www.brameast.ca/copy_physicians

Credit Valley Health Center

www.creditvalleyhealthcenter.com

Health Care Connect

www.health.gov.on.ca/en/ms/healthcareconnect/pro

MCI – The Doctor’s Office

www.mcithedoctorsoffice.ca/patient-services/accepting-new-patients/

Trillium Health Partners Family Physicians Directory

www.thp.ca/ineed/tofindadoctor/Pages/directory.aspx

Pediatrician Resources

Intrepid Health (Dr. Noha Ali Ahmad)

www.intrepidhealthgroup.com

Healthpoint Family Medicine and Walk-in - Lionshead

www.healthpointmedicine.ca