

## IMPORTANT INFORMATION REGARDING CHANGES TO PRACTICE

Dear Valued Patients,

I am writing to inform you that effective November 01, 2024 I will be relocating my medical practice to Divine Medical Clinic. This clinic is in the same neighbourhood. I would like to continue providing care to all those on my patient panel at this new location. **I will remain your family physician and see you at the new location; I will arrange transfer of your medical records at no cost to you at the new location unless you inform me otherwise.** Your file at Norburn Medical will be inactivated and not updated after my departure. Please carefully read below for details:

**There is NO change in my practice until October 31, 2024.**

My last working day at Norburn Medical Clinic will be October 31, 2024, and you can continue to book with me through the usual channels here. I will start at Divine Medical Clinic from November 01, 2024. You can make bookings at the new location from October 28, 2024, by calling in and by November 1<sup>st</sup> by using the online booking system. Due to complicated logistics and ensuring up to date medical records, the transfer cannot be done earlier and if you decide to call in you will manually be registered into the system which can take time. My recommendation is to wait till November 01, 2024, to book.

Divine Medical Clinic

<https://divinemedicalclinic.ca/>

Phone: 604-423-9886

Fax: 1-888-852-8381

Address: 4225 Hastings St. Burnaby, BC V5C 2J5 Canada

Email: [moa@divinemedicalclinic.ca](mailto:moa@divinemedicalclinic.ca)

If you wish to remain in my care, you simply can start booking as per instructions above. If you **DO NOT** want to transfer their medical care to the new clinic, please read the following information:

If you do not want to remain in my care, please take the steps to find another family physician/nurse practitioner as soon as possible. As you are attached to me, and not Norburn Medical Clinic, you will become unattached and can no longer seek care at Norburn Medical Clinic after October 31, 2024. Norburn Medical Clinic does not have walk in clinic services for unattached patients. You may contact your local Division of Family Practice (for example, if you live in Burnaby you can get in touch with Burnaby Division of Family Practice) for assistance in finding another physician. You can also go on websites such as <https://bccfp.bc.ca/for-the-public/find-a-family-doctor/> for more resources. If any lab/imaging results are obtained after October 31, 2024, I would encourage you to redirect the result to your new primary care provider. If you are unable to find another primary care provider by that time, please book an appointment to see me as a Walk-In physician (please note, most of my working time is dedicated to my patient panel so that they have timely access to my services than non-attached walk-in patients) at Divine Medical Clinic to review. My colleagues at Norburn Medical Clinic will NOT be able to see you or review your results with you. As per provincial regulations, a copy of your medical records will remain intact at Norburn Medical Clinic, but they will not be updated after my departure. Once you find a new provider you can send a written medical record transfer request form that requires your signature and identification of the physician selected. A full copy of your records will be transferred to your new physician at the usual record transfer cost as this is not a MSP funded service.

Sincerely,

Dr. J. Singh