

Subject: Important Update Regarding Your Family Physician

Dear Patients,

I hope this message finds you well.

I am writing to inform you that I will no longer be practicing at Divine Medical Clinic effective May 01, 2025, as I will be relocating to Nava Medical Centre. This transition was not planned, and I am moving to a nearby temporary location to ensure that you can adjust comfortably with such a short notice.

Key Points:

- I will continue to provide care for all of my patients during this transition and afterward.
- I will be fully available at Divine Medical Clinic until April 30th 2025, unless new updates allow for an extension of this time.
- You can continue to book appointments at Divine; all your bookings will be automatically transferred to the new clinic after May 01, 2025.
- Please check the Divine Medical Clinic website weekly for any updates regarding my relocation and additional information.
- Starting in May, you will have access to a new website for booking appointments at the new location. The website, phone, and fax for Nava Medical Centre will be activated on Apr 25th. Below are the contact details for your convenience:

- **Website:** <https://navamedicalcentre.cortico.ca/>
- **Phone:** (778) 373-7700
- **Fax:** (778) 373-7735
- **Email:** admin@navamedicalcentre.ca
- **Address:** 318 Gilmore Ave, Burnaby, V5C 4R1

For Patients Who Wish to Stay with Me:

If you choose to remain in my care as your family physician at my new practice location, you can simply begin calling the new number or use the website to schedule appointments starting in May 2025. If you booked appointments at Divine for any date after May 1st 2025; all your bookings will be automatically transferred to the new clinic. Since you are under my care, your medical records will be transferred to Nava Medical Centre by default at no cost to you, unless you inform us otherwise.

For Patients Who Decide Not to Stay with Me:

If you prefer not to continue your care with me, I encourage you to find another family physician as soon as possible. Once my relocation is complete, you will become unattached from Divine Medical Clinic and will no longer be able to seek care there. You may contact your local Division of Family Practice (such as the Burnaby Division) for assistance in locating a new physician, or visit resources like <https://bccfp.bc.ca/for-the-public/find-a-family-doctor/> for additional support.

For any lab or imaging results obtained after Apr 30th 2025, I advise you to redirect the results to your new family doctor. If you haven't found a new physician by that time, you are welcome to book an appointment to see me as a walk-in physician at Nava Medical Centre to review the results until you establish care with your new family physician. Please note that my colleagues at Divine Medical Clinic will not be able to see you or review results following my departure.

As per provincial regulations, a copy of your medical records will remain at Divine Medical Clinic, but they will not be updated after my departure. You can always request to receive a copy of it. Once you find a new provider, you will need to submit a written medical record transfer request form, including your signature and identification of the new physician. A complete copy of your records will be transferred to your new doctor at the standard record transfer cost.

Thank you for allowing me to provide care to you and your loved ones over the past year at Divine Medical Clinic. It has been a true honor and pleasure to serve you, and I wish you all the very best.

Sincerely,

Javad Ramezani MD, CCFP

Medical Director, Nava Medical Centre

Medical Director, Divine Medical Clinic

Medical Advisor, Avee Health

Clinical Instructor, Family Medicine, Faculty of Medicine, UBC