

FREQUENTLY ASKED QUESTIONS

1. When is Dr. Keenan's office closing?

Dr. Keenan's office will close for medical appointments effective March 31st, 2024.

2. Can I still see Dr. Keenan before the office closes on March 31st, 2024?

No, Dr. Keenan is currently on maternity leave for the entirety of the year 2024. Her locum physician Dr. Bellicoso will be consulting patients in-person and on the phone, until March 31st, 2024.

3. How can I find a new family doctor?

You may also locate Family Physicians practicing in your area by consulting the CPSO website <https://doctors.cpso.on.ca/?doctors>. You will need to contact each office to see if they are accepting new patients. As of April 1, 2024 you can contact Health Care Connect at 1-800-445-1822 to get assistance with a list of family physicians accepting new patients in your area. You can also speak with friends and other family members for referral or recommendations.

4. What will happen to my medical records?

Dr. Keenan has made arrangements with Records Management Ltd. (recognized by the Ontario Medical Association) to handle and store all her medical records.

5. Why are my records being sent for secure storage at Records Management Ltd?

Physicians are required by law to keep their patients' medical records for at least 10 years after the patients' last visit. For children, they must retain records for 10 years after they turn 18 (potentially 28 years). With issues of security and privacy, storage of medical records has become increasingly complex. Dr. Keenan has made arrangements with Records Management Ltd for the storage and management of her patient charts. They completely meet the guidelines set forth by the RHPA (Regulated Health Professions Act), CPSO (College of Physicians and Surgeons of Ontario), OMA (Ontario Medical Association) and PIPEDA (Personal Information Protection and Electronic Documents Act) regarding patient record retention and privacy policies.

6. How can I obtain a copy of my medical records?

By signing the attached consent form, Records Management Ltd. will prepare a paper or digital copy of your medical records for you in four to six weeks' time. Alternatively, you may authorize your new family doctor to request a transfer of medical records to his/her office from Records Management Ltd.

7. Do I have to pay for a digital or paper copy of my medical records?

Yes. Records Management Ltd. will charge fees for the service of copying and transferring of patient records. All fees are non-prohibitive and payable to Records Management Ltd. and are

consistent with the fees set by the OMA. Dr. Keenan will **NOT** be involved in this process at any time. Payment of the fee will be your responsibility.

FEES TO PATIENTS

The fees are determined by the size of your medical records measured by page-count. Thus, the fees will be individual. Records Management Ltd. will contact you to let you know the fee for the copy of your health record.

8. Can I obtain copy of my medical records before March 31st, 2024, in case I find a family doctor earlier?

Yes. You are most welcome to call Records Management Ltd. at 1-800-775-0093 for a copy of your records. Your file will be released at that time from Dr. Keenan's office and transferred to Records Management Ltd. for copying and storage. Please note that you should see your new family doctor from then onwards as Dr. Keenan will no longer have your file in her office.

9. Do I need to have a family doctor in order to obtain a copy of my medical record?

No. However, if you request your files before the office closure, it is advisable that you time your request to tie in with your search for a new family doctor. Please see FAQ 7 above. **After March 31st, 2024, it is recommended that you obtain your copy in order to be ready when you find a new doctor.**

10. What about my appointment booked with Dr. Keenan or her covering physician, Dr. Bellicoso?

Please keep all appointments booked until March 31st, 2024. In addition, if you need an appointment, please call the office to book one at (647) 345-3048.

11. What about specialists' appointments or tests booked by Dr. Keenan before or after March 31st, 2024?

When you see the specialists or do the tests, whether it is for the first time or for follow up, please update the specialists, laboratories or X-ray facilities about Dr. Keenan's close of practice and provide information on your new family doctor. This will ensure that they will send their reports and results to your new family doctor for review and follow up. You may also request copies of those reports from them for your own records. If you do not have a new family doctor to review the results with you, you can bring a copy of the results to a Walk-In clinic for review.

12. If I cannot find a new family doctor by March 31st, 2024 and I am running out of medication, or need to see a doctor about a problem, what should I do?

If you run out of prescriptions refills or need to see a doctor before finding a new family physician you can visit a Walk-In clinic. Please bring your medication in their original containers.