Sample voicemail recording

Thank you for calling [insert clinic name].

Please note that Dr \_\_\_\_\_\_\_\_ will be closing [his/her/their] practice on [insert date].

**Option 2: Replacement found**

Dr \_\_\_\_\_\_’s replacement, Dr\_\_\_\_ \_\_\_\_, will be taking over the clinic; however, if you would like to receive a copy of your medical records or transfer them to another physician, please contact:

* [Name of Physician and/or Clinic/and/or Record Storage Facility]
* [Address]
* [Telephone number]
* [E-mail]

Please note that there is a fee associated with the transfer of medical records in the amount of $\_\_\_.

**--OR--**

**Option 2: No replacement**

At this time, we do not have a replacement physician. You can find a new physician by:

* Visiting the Pathways Medical Directory ([pathwaysmedicalcare.ca](https://pathwaysmedicalcare.ca/))
* Contacting HealthLink BC using 8-1-1 toll-free number (or 7-1-1 if you are hearing impaired) or visiting their website at [healthlinkbc.ca](https://www.healthlinkbc.ca/).
* Contacting your local Divisions of Family Practice ([divisonsbc.ca](https://divisionsbc.ca/)), as some are establishing physician directories.
* Visiting a local walk-in clinic or Urgent Primary Care Centre (UPCC). UPCCs also serve as primary care clinics for people who do not have a regular primary care provider and will work to connect them to a primary care clinic as space is available.
* Or asking friends and family for recommendations.

If you would like to receive a copy of your medical records or transfer them to another physician, please contact:

* [Name of Physician and/or Clinic/and/or Record Storage Facility]
* [Address]
* [Telephone number]
* [E-mail]

Please note that there is a fee associated with the transfer of medical records in the amount of $\_\_\_.

If you have any questions about your continuing medical care, please speak to reception. Thank you.