

# Office of Dr. Pepe, Dr. Lin-Pepe, and Dr. Gurland

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To Whom it May Concern,

We understand that you have requested documentation to be completed by your patient's family physician. As their physician it is important you understand that we are committed to supporting our patients to remain healthy.

As such, we are committed to ensure the timely processing of documentation required by our patients.

Please also note that this is only one small role we play within the health system and have other clinical demands we attend to which often take precedence.

As such we wish to share with you the policy of the College of Physicians and Surgeons which states we are required to provide a complete report according to the following time frame *"45 days after receiving the request to provide a third party medical report."*<sup>1</sup>

Please know we strive to complete reports as soon as possible to support our patients and your processes; however, we are unable to accommodate requests to rush paperwork, are unable to respond to status update requests by you or the patient and we do not regard the completion of documentation as a medical emergency.

We thank you for your understanding and collaboration and support for our patients.

Dr. Daniel Pepe, MD CCFP  
Dr. Cassandra Lin-Pepe, MD CCFP Dip P Derm  
Dr. Lauren Gurland, MD CCFP

1. <https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Third-Party-Medical-Reports>.