

Dr Lydia Waterson
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BC V3L 3W5

24 September 2025

Dear Patient,

I would like to inform you that Royal Columbia Medical Clinic will be closing permanently as of 15 October 2025. I will also be closing my family practice, and my last day of work will be the same day.

We have been working hard to find more physicians to replace my position and staff the clinic, but it has been extremely difficult. As you are aware, BC (and Canada as a whole), is experiencing a severe shortage of physicians in family practice. With the support of Fraser Health Division of Family Medicine, we have been trying to find family physicians and/or nurse practitioners to join our clinic. We have been unsuccessful.

The decision to close my practice, and the clinic, has not been easy and is influenced by many complex factors, one of which being my own health status.

In order for you to receive ongoing medical care and attention, I urge you to look into the following resources:

1. If you live in the Fraser North West area: **Coquitlam, New Westminster, Port Coquitlam, and Port Moody**: contact Fraser Northwest Division of Family Practice who will support you to connect with a new physician. Here is the link: <https://divisionsbc.ca/fraser-northwest/finding-a-family-doctor>
2. Residents of **Vancouver**: connect with divisionsbc.ca/vancouver Tel nr 604-569-2010
3. Residents of **Burnaby**: www.divisionsbc.ca/burnaby Tel nr 604-430-9271
4. Residents of **Surrey and North Delta**: connect with www.divisionsbc.ca/surrey-north-delta
5. Residents of **South Surrey and White Rock**: connect with www.divisionsbc.ca/white-rock-south-surrey Tel nr 604-531-1888
6. Residents of **Richmond**: connect with www.divisionsbc.ca/richmond
7. For **any and all patients**, you may use the website www.divisionsbc.ca which is the Divisions of Family Practice's main site for listing all the local divisions. You may also contact them with the phone number 604-736-5551.

8. For **any and all patients**, you may also visit the College of Physicians and Surgeons of British Columbia website, which provides a list of doctors accepting new patients, at www.cpsbc.ca/physician_search. You can also call them at 604-733-7758.
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Your medical records will be stored at MedRecords, a secure storage facility. All records will be transferred securely by our electronic medical records (EMR) provider to this safe, low cost, Doctors of BC approved electronic records storage site. The transfer will occur during the last few days of clinic operations. You will need to contact MedRecords by visiting their website www.medrecords.ca/patients or by calling 604-800-7079 to request a copy of your file. Your medical records will be available after October 15th, 2025. If you find a new primary care provider prior to October 15th, 2025, you may request from your new doctor's office that a copy of your records be released to them from the clinic.

I will have ongoing access to all of my patient's electronic medical records for three months following 15 October 2025. I will continue to monitor patient records/reports as needed. If follow-up is required for such things as test results, etc., you will receive a phone call from an online medical office assistant (MOA) who will be working with me during this time, as supported by Fraser North West Division, not the clinic. Please be aware, I will not be providing treatment or telehealth appointments during this time.

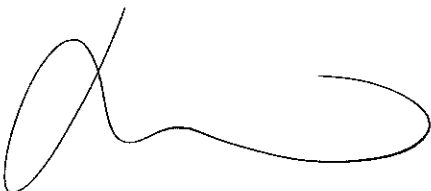
I will be sending a list of patients deemed medically vulnerable to Fraser North West Division to expedite the primary care provider attachment process for these patients. If you are one of these patients, you will be notified. If you are not notified, please see the above resources to support your process in connecting with a new primary care provider.

Please do not contact our office staff regarding this decision as they have no additional information to provide and will be unable to assist you, nor will they be able to make exceptions. I trust that you will respect this request and understand the difficult situation it places them under.

I appreciate your understanding in this matter, and I understand this is likely to cause significant discomfort and disruption to your lives. It has been a great honour, pleasure, and privilege to be your family physician for the last twelve years. I have truly appreciated and enjoyed getting to know you and your families. I want to thank each and every one of you for entrusting me with your care. I wish you all the very best in your future health.

Yours sincerely,

Dr Lydia Waterson

A handwritten signature in black ink, appearing to be 'Lydia Waterson', with a large, stylized initial 'L' and a long, sweeping horizontal stroke.