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18 April 2022

Dear Bow Valley Community:

As many of you may be aware, Dr. Andy Kirk and Dr. Jessica Lydiate will be retiring from their family medicine practices at Ridgeview Medical Centre, effective April 29, 2022.

Despite our best efforts, we have been unsuccessful as yet in recruiting to replace either Dr. Kirk or Dr. Lydiate. There are many factors currently affecting recruitment of family physicians to our community and our Province. The ever-increasing cost of living and operating a business in our community is a contributing factor; as is the absence of an agreement between the Alberta Government and physicians.

In order to ensure our clinic remains sustainable and able to serve our rostered patients, our remaining physicians have had to review their ability to continue offering care to unattached patients and visitors to our community.

With this in mind, we regret to advise that effective May 1, 2022, we will be making the following changes to our clinic operations:

1. Cancellation of our evening clinics:

On weekdays we will no longer offer a walk-in or same-day clinic. We will operate primarily as a family medicine practice, Monday through Friday.

2. Cancellation of same-day appointment availability for new patients:

We will set aside a small number of dedicated "same-day only" appointments which will be available to patients who are already registered to our clinic (including patients who no longer have a family physician at our clinic).

3. Changes to our Saturday walk-in clinic:

We will continue to offer a walk-in clinic on Saturdays from 10am-4pm; however will be returning to our traditional policies in that **patients must physically attend the clinic to register and/or book an appointment. Saturday appointment bookings will not be available by phone.** Appointment times will be offered on a first come, first served basis; and there will be a maximum number of appointments available for the day. The Saturday clinic will be open to new patients, as well as those who have previously registered.

We recognize that this change in availability has the potential to have a significant impact on healthcare in our community. We remain hopeful that these changes will be temporary and that there will be an opportunity to reintroduce services to our unattached patient community, as physician recruitment and operational demands allow.

In the meantime, the following services are available to those seeking care:

- Urgent medical concerns should be directed to the 24hr Emergency Departments at either Canmore General Hospital, or Banff Mineral Springs Hospital.
- Non-urgent concerns occurring outside of our Saturday walk-in clinic availability can be addressed by calling 811; by booking an appointment with your family physician during regular clinic hours; or if your situation is worsening and causing concern, can be directed to the Emergency Department.
- Alpine Medical Clinic in Banff continues to offer walk-in services; and walk-in clinics and Urgent Care facilities are also available in Cochrane.
- We encourage patients seeking a family doctor to regularly check the [Bow Valley PCN website](#) for updates on physician availability.

We thank you for your understanding and support.

Sincerely,
Ridgeview Medical Centre Physicians & Management