

Dear Patients,

I hope you and your families are doing well.

I am writing to share an important update regarding my medical practice at Nava Medical Centre. Due to unforeseen personal circumstances and obligations, I will unfortunately no longer be able to continue practicing in Burnaby and at Nava Medical Centre.

This decision was not an easy one, and I would like to sincerely thank all of you for the trust, kindness, and support you have shown me throughout my time at Nava. It has truly been a privilege to participate in your care and build meaningful relationships with so many wonderful patients and families. I am deeply grateful for the opportunity to have been part of your healthcare journey.

To help ensure continuity of care, I would like to outline the options available to you moving forward:

Option 1 – Continue Your Care with me (Dr. Alam) in Langley

I will continue practicing at Symphony Medical Clinic in Langley, BC. Patients who wish to continue their care with me are welcome to do so. Kindly notify the Nava Medical Centre staff by email (admin@navamedicalcentre.ca) if you would like your medical records transferred to my new clinic so arrangements can be made.

My new clinic information is as follows:

Symphony Medical
Unit A245 – 7980 206A Street
Langley, BC V2Y 3Z8
Phone: 778-726-7178
Fax: 1-844-671-0891
Email: Info@symphonymedical.ca
Website: www.symphonymedical.ca

Option 2 – Remain at Nava Medical Centre

To support a smooth transition, my colleague and Medical Director of Nava Medical Centre, Dr. Javad Ramezani, has kindly agreed to oversee my patient panel temporarily for approximately the next three months while patients arrange ongoing care.

Several providers at Nava Medical Centre are currently accepting new patients. Since your medical records are already within the clinic, the transition process should be straightforward. You may book a meet-and-greet appointment with any of the following providers to discuss ongoing care and determine if it is a good mutual fit:

- Dr. Javad Ramezani
- Dr. Maryam Ashour
- Dr. Leylinaz Malekafzali
- NP Ashley Serl
- Dr. Faizal Samad

I am confident that you will continue to receive comprehensive and compassionate medical care with the Nava team.

Option 3 – If You Need More Time to Decide

If you are not yet sure which option you would prefer, you may continue booking appointments at Nava Medical Centre through the clinic's walk-in services, which are expected to remain available for at least the next three months.

Option 4 – Transfer Your Care to Another Clinic

You may also choose to transfer your care to another provider or clinic of your choice. To do so, please contact Nava Medical Centre by email (admin@navamedicalcentre.ca) to request a medical records transfer. Please note that standard record transfer fees may apply in accordance with clinic policy.

It has truly been a pleasure working at Nava Medical Centre and caring for you and your families. Thank you once again for your trust and support over the years. I wish you all the very best in health and happiness moving forward.

Warm regards,

Dr. Saad Alam
Family Physician