

Dear Patients,

I hope you and your families are doing well.

I am writing to share an important update regarding my practice at Nava Medical Centre. I will be concluding my practice at Nava and continuing my family medicine practice at my new location, NovaMed Medical Clinic in Burnaby.

It has been a privilege to care for you and your families during my time at Nava medical Centre. I am sincerely grateful for the trust you have placed in me and for the relationships I have had the opportunity to build with so many of you.

To help make this transition as smooth as possible, you have the following options for your ongoing care:

Option 1 – Continue Your Care with Me at NovaMed Medical Clinic

If you would like to continue having me as your family physician, I would be very happy to welcome you to NovaMed Medical Clinic.

Your medical records have already been transferred, so you do not need to request a record transfer from Nava Medical Centre

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NovaMed is now open, and appointments can be booked online or by phone.

NovaMed Medical Clinic

4225 Hastings Street

Burnaby, BC V5C 2J5

Phone: [236-429-6505](tel:236-429-6505)

Website: novamedmedical.ca

Option 2 – Continue Your Care at Nava Medical Centre, Gilmore or Hastings locations

If you prefer to remain at Nava Medical Centre, you are welcome to do so. Nava continues to have a copy of your medical records, so there is no need to arrange a record transfer.

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 or just a Walk In appointment with any of the following providers to discuss ongoing care and determine if it is a good mutual fit:

- Dr. Maryam Ashour – Gilmore Location
- Dr. Leylinaz Malekafzali – Gilmore Location
- NP. Ashley Serl – Gilmore Location
- Dr. Faizal Samad – Gilmore Location
- Dr. Francois Hattingh – Hastings Location
- Dr. Ioana Lupu – Hastings Location
- Dr. Javad Ramezani – Gilmore and Hastings Locations

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

Option 3 – 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.

Option 4 – 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

Your choice of where to receive your ongoing care is entirely yours, and my priority is to ensure that this transition is as clear and seamless as possible.

I would like to sincerely thank you for your trust and support during my time at Nava Medical Centre. It has been a pleasure and a privilege to be involved in your health care. I look forward to continuing to care for those of you who choose to join me at NovaMed and wish everyone continued health and well-being.

Warm regards,

Dr. Neda Ghorbani
Family Physician

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