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Information for Dr Shueh Hwuei Lim's existing patients from Carlton Medical Centre

We have received many calls from Dr Lim's existing patients who used to see her at Carlton Medical Centre (CMC). There has been confusion about whether they are considered **NEW** or **EXISTING** patients of The Crane General Practice.

Registration

The Crane General Practice is a **different clinic** to CMC so all of Dr Lim's patients from CMC are considered **NEW patients** at The Crane General Practice.

As such, we require you to **register as a New Patient** either online or over the phone. It is a lot easier to register online if you have Internet access. This will save you printing out forms to complete and sign, and then scanning them to email back to us.

Transfer of your medical records

We also request that you **transfer your medical records from CMC to us**. We use Best Practice, which is a similar computer software to the one used at CMC, so your medical records can be transferred across in a CD and uploaded into our computer system. This will facilitate a safe transition of your medical care from CMC to The Crane General Practice.

Please note that CMC may charge you a fee to transfer your medical records to us, which is beyond our control.

To transfer your medical records, please refer to the subsequent documents **"Request to transfer medical records to our clinic (flowchart)"** and the **"Authority to Release Medical Records form"**.