

Dear Patients,

We hope that this letter finds you and your family in excellent health. We are writing to update you with some important information pertaining to uninsured services. As many of you know, OHIP (Ontario Health Insurance Plan) covers the costs of most of your medical needs, however, there are many services which are not covered by OHIP. These services require significant time and resources to administer and the demand for these uninsured services has increased dramatically in the past several years. In the face of rising office expenses and government restrictions, our office is unable to provide these services free of charge. Examples of these services include, but are not limited to:

- **Prescription Renewals Without a Visit – Starting April 1, 2024, we will begin charging a \$25.00 fee for patients who choose to have prescription renewals done without an appointment. Prescription renewals done during a regular appointment will NOT have a charge.** It is important to understand that each time a request is made by fax or phone without an office visit, the patient's chart needs to be accessed, then reviewed by the physician, the necessary documentation is added to the medical file and the prescription needs to be sent to the pharmacy. Prescriptions written at the time of an office visit will be provided in quantities (with repeats as necessary) to provide the patient with enough medication to last until a follow-up appointment is medically necessary. Please review our prescription renewal policy on our website www.centralkwfamilyhealth.ca or posted in the office.
- Insurance letters for Physiotherapy, Massage Therapy, Chiropractic, etc.
- Insurance Forms
- Legal Forms/Documents

Also starting on April 1, 2024, the office will be partnering with **PatientSERV**, the Ontario Medical Association's partner in uninsured services management. PatientSERV allows patients to easily manage their uninsured services payments through an online platform and dedicated support team, which will help you cover the costs of uninsured services in a hassle-free and efficient manner. Through PatientSERV, we will be offering **two options** for patients.

1. **The PS365 Annual Fee Plan** – A flat rate that covers one year of uninsured services provided by your family physician including, the cost of prescription refills without a visit, and many uninsured services (see full list of services for more details).
2. **Pay-As-You-Go** – Simply pay for any uninsured services if and when you use them. This means no up-front fee and no registration required. In this case, any uninsured services you receive will be charged on a Pay-As-You-Go basis. Patients will receive invoices for uninsured services used and have the option of paying invoices online, by telephone, in-person (at the clinic) or via mail.

PAYMENT METHODS FOR PS365 ANNUAL FEE PLAN PURCHASE

1. **Online:** Visit <https://patients.patientserv.ca/SignUp>. You will require your health card number and your PIN. Your PIN is _____
2. **Cheque Payment Via Mail:** Complete the enclosed registration form and mail the form and cheque (payable to PatientSERV) using the postage-paid envelope.
3. **Phone:** Call 1-800-385-3210. Monday – Friday 8:30am - 4:00pm.
4. **Office:** You may pay in person at our office using cash, cheque, credit, or debit.

If you have any questions about uninsured services, please contact PatientSERV at 1-800-385-3210. Regardless of the choice you make, please be assured that it will have no bearing upon the medical care you receive as your healthcare is our top priority. Thank you for placing your trust in us to provide you with the highest quality healthcare possible, which we hope to fulfill for many more years to come.

Warm Regards,

The Physicians of Central KW Family Health – Dr. Laura Andersen, Dr. Daniel Brewster and Dr. Rebecca Lubitz