

Dear Patient,

We hope that this letter finds you and your family in excellent health. We are writing to inform you of some changes to our clinic's uninsured services policy. OHIP (Ontario Health Insurance Plan) covers the costs of most of your medical needs, however, there are many services that are not covered by OHIP. These services require significant time and resources to administer and the demand for them has grown dramatically. Examples of these services include, but are not limited to:

- Prescription renewals without a visit
- Sick notes
- Referrals for physiotherapy, massage therapy, chiropractic, etc.
- Insurance forms

**In the face of rising office expenses and government restrictions, our clinic is no longer able to provide these services free of charge. Starting September 3, 2024, the clinic will be charging patients for services not covered by OHIP. This includes prescription renewals without a visit.** \* Also starting on September 3, 2024, the clinic will be partnering with **PatientSERV**, the Ontario Medical Association's partner in uninsured services management. Through PatientSERV, we will be offering **two options** for patients.

1. **The PS365 Annual Fee Plan** – A flat rate that covers the cost of prescription renewals without a visit, and many uninsured services for one year (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 needed. 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 the doctor's office using credit, debit or cash.

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.

Kind Regards,

#### **The Listowel Clinic Family Health Organization Team**

\* Note about Prescription Renewals: 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.

\* PatientSERV is a professional organization which assists Canadian physicians in the management of healthcare delivery services. PatientSERV strictly adheres to guidelines with respect to privacy and confidentiality of patient information. All credit card information is securely held by Chase Paymentech – a world leader in security of personal financial information. Please note, uninsured services and annual fee plans are endorsed by the College of Physicians and Surgeons of Ontario (please see their Patient Information Sheet on Uninsured Services: Billing and Block Fees on their website) and the Ontario Medical Association under "Block Fees" on their website.