

Broadway Family Medicine

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Dear Patient,

We are writing to update you with some important information about the uninsured services (non-OHIP covered services) that you may access through the clinic. While OHIP (Ontario Health Insurance Plan) covers the costs for most of your medical needs, there are many services we provide that are not covered by the Ministry of Health. These services require significant time and resources to administer. The demand for these uninsured services has increased dramatically in the past several years. In the face of rising office expenses and government restrictions, we are unable to provide these services free of charge. The payment for these services has become the responsibility of the patient. Examples of these may include, but are not limited to:

- Prescription renewals by phone or fax – 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 your medical file and the prescription needs to be sent to the pharmacy.
- Email communication - patient initiated email inquiries.
- Sick notes
- Referrals for physiotherapy, massage therapy, chiropractic etc. for insurance coverage
- Insurance forms

We will be working with PatientSERV, the Ontario Medical Association's partner in uninsured services management. PatientSERV allows patients to easily manage their uninsured services payments through a secure online platform and dedicated support team. PatientSERV will help you manage your uninsured services in a hassle-free and efficient manner.

PS365 Plan - Through PatientSERV, we will also be offering the PS365 plan. We believe that the PS365 plan will provide a cost saving advantage to most patients. This optional annual fee plan covers the costs of most uninsured services for one year (see full list of services for more details). We hope that you will seriously consider the benefits for both you and your family. This plan will replace our current annual block fee program.

Of course, you may choose not to participate in the PS365 plan program. 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 at www.patientserv.ca, by telephone, in-person (at the clinic) or via mail. Payment is due on receipt of the service if performed in the office and prior to the service being issued for requests out of the office.

To choose either the **PS365** plan or the pay-as-you-go option, please respond by one of the following methods:

- Complete the accompanying **registration form** and return it by mail in the postage-paid envelope.
You can also send the completed form by fax to 1-877-461-7687
- OR -
- Enroll online at www.patientserv.ca (select *Login*, then *Sign Up to be a PatientSERV Patient*).
You will require your Health Card number as well as the following unique PIN:

The administration of the PS365 program is managed for us by PatientSERV. If you have any questions about this program, or would like to pay over the phone, please contact PatientSERV at 1-800-385-3210.

Regardless of the choice you make, please be assured that we will continue to provide you with top quality healthcare services. If the fees for uninsured services will cause you any financial difficulty, please discuss this with your doctor directly. Thank you for placing your trust in us and our staff.

Sincerely,

Dr. Marla Munk, MD

Dr. Carolyn Shedletzky, MD

*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.