

Dear Patients,

I hope that this letter finds you and your family in excellent health. I am writing to update you with some important information pertaining to our office regarding uninsured services.

While OHIP covers the costs for most of your medical needs, there are many services I provide which are not covered. Examples of these include, but are not limited to:

- prescription renewals without a visit
- sick notes
- referrals for physiotherapy, massage therapy, chiropractic, etc.
- insurance forms

We have embraced some changes in my practice that will enable us to provide all the services you and your family need, while allowing the clinic to operate at maximum efficiency and maintain our focus of providing quality care. We are excited to let you know about a new program we've introduced to our office, **PatientSERV**, which will help you cover the costs of uninsured services in a hassle-free and efficient manner. We are moving to this new program to give our patients more options and better value.

The **PS365 plan is an optional annual fee plan** that covers the costs of most uninsured services for **one year**, and allows the office to maintain our focus of providing quality care ([see full list of services for more details](#)).

I believe that the PS365 program is fairly priced and have included subscription rates specifically for couples and families. I hope that you will seriously consider the benefits for both you and your family.

Of course, you may choose not to participate in the PS365 program. In this case, any uninsured services you receive will be charged on a Pay-As-You-Go basis. For this option, you may leave payment information safely and securely with PatientSERV that will only be charged when an uninsured service is provided.

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
- 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: **Speak to clinic staff or call PatientSERV at 1-800-385-3210**

The administration of the PS365 program is handled 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 it will have no bearing upon the medical care you receive from us as your healthcare is our top priority.

Thank you for placing your trust in me to provide you with the highest quality healthcare possible which I hope to fulfill for many more years to come.

Sincerely,

Dr. Adam Stewart, 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, annual fee plans are endorsed by the CPSO (College of Physicians and Surgeons of Ontario) and the OMA (Ontario Medical Association), for more details please look under “Block Fees” on their respective websites.