

Dr. Adam Stewart

52 St. Lawrence St. E – Main Floor · Madoc · ON · K0K 2K0

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 which are not covered, such as:

- prescription renewals without a visit
- sick notes
- referrals for physiotherapy, massage therapy, chiropractic, etc.
- insurance or disability forms
- online booking
- medical advice via email
- missed appointment fees

There is a family doctor shortage and crisis. Overhead costs are rising dramatically, up over 20% in the last few years. Many family doctors are retiring or closing their practices. In order to continue to provide you with the highest quality of care, doctors must charge for uninsured services.

I will continue to offer coverage for these services through my support of the **PatientSERV365*** program, also known as PS365. The **PS365 plan is an optional annual fee plan** that covers the costs of most uninsured services for **one year** ([see enclosed for the full list of services for more details](#)).

You receive more than \$3000 in value for a single flat rate fee that is very fairly priced. **We therefore 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.

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 *Log In*, then *New to PatientSERV*). 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 me 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 me as your healthcare is my 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

*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.