

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
- insurance letters for physiotherapy, massage therapy, chiropractic, etc.
- insurance or disability forms
- online booking
- online medical advice via email or secure message
- missed appointment fees

There is a family doctor shortage and crisis. Overhead costs continue to rise dramatically. Many family doctors are retiring or closing their practices. Millions of Ontarians do not have a Family Doctor. Existing family doctors are struggling to stay in practice. Despite this, my patients enjoy superior accessibility and quality of care. They benefit from my innovations including use of advanced technology, electronic communications, online booking.

I will continue to offer coverage for uninsured 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 thousands of dollars 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. **Please know that your support by purchasing a PS365 Annual Fee Plan is a way you can help keep practices like mine running.**

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. 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 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.

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, 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. 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.