

Dear Patients,

We hope this letter finds you and your family in excellent health. As we write this, COVID-19 variants are still transmitting throughout the community. Though this pandemic has lasted almost two years now, we ask that you continue to remain vigilant. Please continue to practice good hand hygiene, physical distancing and get vaccinated as soon as possible. Thank you for doing your part to stay safe.

We are writing to update you with some important information pertaining to our office regarding uninsured services. As many of you know, OHIP (Ontario Health Insurance Plan) covers the costs of most of your medical needs. However, there are many services we provide which are not covered by OHIP. These services can require significant time and resources to provide, and we have introduced policies into our clinic to ensure we can maintain our focus on providing quality care by requiring payment by the patient or agency requesting the service.

Examples of these include, but are not limited to:

- Prescription Renewals Without a Visit
- School / Camp Forms
- Referrals for Physiotherapy, Massage Therapy, Chiropractic, etc.
- Insurance Forms

We have embraced some changes in our 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 on providing quality care. We are excited to let you know about a new program we've introduced to our practice, **PatientSERV**, the Ontario Medical Association's partner in uninsured services management. PatientSERV allows patients to easily manage their uninsured services payments through an online platform and dedicated support team, which will help you cover the costs of uninsured services in a hassle-free and efficient manner. We are moving from utilizing Doctors Services to this new program to give our patients more options and better value.

We are continuing to offer an annual plan. 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 operate at maximum efficiency ([see full list of services for more details](#)). We believe that the PS365 program is fairly priced and have included subscription rates specifically for individuals, families and seniors. We hope that you will seriously consider the benefits for 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 can choose to leave payment information safely and securely with PatientSERV that will only be charged when an uninsured service is provided.

To choose the **PS365** plan or remain on a Pay-As-You-Go basis, please respond by 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: **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 your family receives from us as their healthcare is our top priority. Thank you for placing your trust in us to provide the highest quality healthcare possible which we hope to fulfill for many more years to come.

Sincerely,

The Physicians of The Carlisle Medical Centre

*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 reference the CPSO's Patient Information Sheet on Uninsured Services: Billing and Block Fees found on cpso.on.ca.

**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.