

DON VALLEY MEDICAL ASSOCIATES

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June 2023

Dear Valued Patient,

Hello and we hope you are well. As your healthcare providers, we are committed to supporting your physical and emotional well-being. We continue to use **Medeo** for online appointment requests and as our sole form of electronic communication with patients. Please ensure our office has your correct email address on file and you have signed our electronic consent form so you do not miss important notices from us.

Please note the following appointment types continue to be booked by calling the office as they have specific requirements:

- Same day appointments
- Periodic Health Review (annual physicals are no longer required)
- Diabetic Management
- Counselling

The Medeo system requires each patient to have their own account with a unique email address including family members that are children. If your child(ren) or partner does not have a unique email address and you do not wish to create one for them, it will be necessary to call our office to book appointments on their behalf.

As a reminder, all important practice and medical care updates are available on our website www.donvalleymedical.ca.

If you are unable to attend your medical consultation (virtual or in-person), kindly provide us with 24 hours notice so that we can accommodate other patients and you will not be charged the no-show fee.

We have expanded the locations available to our patients for after hours care and we now have a dedicated phone number. Please call **416-213-1170** and you will be directed to the clinic location that is providing after hours care that day. Care is available to our patients Monday to Friday in the evenings and during the day on the weekends (Saturday and Sunday), with the exception of some statutory holidays. Please call the number above and only attend the advised clinic location as they will provide our office with a visit report which enhances the continuity of your care. We encourage you not to attend other walk-in clinics as we do not receive a copy of their reports.

OHIP covers most of the health care services that we provide; however, it does not cover all of them. Please refer to the attached page for a list of the uninsured services. Each year we offer our patients the opportunity to pay an Annual Fee which covers most of the uninsured services.

We look forward to continuing to provide care to you and your family and we appreciate your continued support and confidence in us. Be well and stay safe.

Best regards,

Don Valley Medical Associates

ANNUAL FEE

Payment of the Annual Fee (also known as Block Fee) is optional and patients who choose not to pay the fee will be charged for each uninsured service as it is provided. Please note that phone/fax prescription refills are covered by the Annual Fee up to a maximum of 10 per year. Otherwise, there will be a charge for each phone/fax prescription renewal requested including auto-faxed requests generated by your pharmacy. In order to avoid unintended costs, please bring your medication(s) to each appointment to ensure that you have adequate refills. Please remember to speak with your pharmacy about whether or not you permit them to generate auto-faxed requests. For more information about Annual/Block Fees and uninsured services, please refer to the College of Physicians and Surgeons of Ontario website at:

<https://www.cpso.on.ca/admin/CPSO/media/Documents/physician/policies-and-guidance/policies/uninsured-services-patient-infosheet.pdf>

Attached, please find our Annual Fee payment form. To simplify the process, the Annual Fee program is now being administered directly through our office rather than Doctors Services Group.

****We recognize that the COVID-19 pandemic has disrupted all of our lives and many people are experiencing employment loss and other financial hardships. If you are financially unable to pay for an uninsured service, but require it, you may request a fee exemption or postponement. Services will never be denied based on ability to pay.**

OFFICE HOURS

Mondays to Thursday: 9:00am-5:00pm

Fridays: 9:00am-4:00pm

Our phone lines open at 8:30am and are closed Monday to Thursday for lunch from 12:00pm-1:30pm.

Fridays our phone lines close at 12:00pm.

AFTER HOURS CARE

If you require medical care outside of our office hours, please call **416-213-1170** and you will be directed to the clinic location that is providing after hours care that day. After hours care is available to our patients Monday to Friday in the evenings and during the day on the weekends (Saturday and Sunday).

FLU SHOT CLINIC FOR HIGH RISK PATIENTS

We continue to host our annual drive-through flu shot clinics for high risk patients every fall. These clinics provide flu shots to patients under the age of 5, over the age of 65, and those with chronic medical conditions. Please visit our website **www.donvalleymedical.ca** in the fall for our 2023 flu clinic dates and information.

CANCER CARE ONTARIO SCREENING PROGRAM

- Pap test – women aged 21-69 every 3 years who are or have ever been sexually active*
- Mammogram – women aged 50-74 every 1-2 years*
- Colon Cancer screening – patients aged 50-74 years*
 - Fecal Immunochemical Test (FIT) every 2 years*
 - or
 - Colonoscopy*

* Screening intervals and initiation of testing may differ based on personal and family history.

The Following Uninsured Services **ARE COVERED** by paying the 2023 Annual Fee

General Uninsured Services		
Prescription Renewals by phone/fax*	\$ 25.00	Coverage is limited to 10 requests per year
Letters on behalf of patients	\$ 25 - \$ 200	Depending on time and work involved
Travel Advice	For 1 person \$ 45.00	2 persons or more \$ 90.00
Uninsured Vaccine Administration	\$ 25.00	
Ear Wax Removal	\$ 25.00	
TB Test	\$ 20.00	and reading \$15.00
Medical Examination for Return to Work requested by Employer	\$ 100.00	
Third Party Physical Exam	\$ 100.00	
Photocopying and Faxing	\$ 1.00 per page	If mailing add \$5.00
Medical Supplies, Dressings, etc.	\$ 25.00	
Medical Report / Forms		
Referral Note for Chiropractor, Physiotherapy, Massage, Chiroprody, Orthotics, Podiatry	\$ 25.00	Coverage is limited to 3 requests per year
Driver's Medical Form (MOT)	\$ 60 if Annual Fee paid	\$100 if Annual Fee NOT paid
Citizenship and Immigration Report	\$ 135.00	
Commercial Weight Loss Program	\$ 25.00	
Back to Work Note, Sick Note or Daycare Note	\$ 25.00	
Employment Insurance / Maternity Certificate	\$ 45.00	
Completion of Forms for: pre-employment physicals, fitness clubs or hospital/nursing homes	\$ 45.00	
Jury Duty Letter	\$ 25.00	
Certificate of Medical Status	\$ 30.00	
School / Camp Forms	\$ 35.00	
Travel Cancellation Forms	\$ 40.00	
Children's Aid Society Foster Parent Form	\$ 65.00	
Immunization Record	\$ 10.00 / \$ 20.00	Printed record from EMR / Handwritten yellow card
Forms required for Volunteer Work	\$ 25.00	

- * **Prescription renewals may require an office visit to reassess the medical condition requiring the prescription.**
- * **Please anticipate your renewals and bring your prescriptions with you to your office visit.**

The Following Uninsured Services **ARE NOT COVERED** by the 2023 Annual Fee

Available as per the suggested guidelines set by the Ontario Medical Association (OMA)

Appointment without valid OHIP card	OMA Rate	Dependent on appointment type
Missed Appointment	\$ 60.00	Without 24 hours notice
Missed Periodic Health Review	\$ 125.00	Without 24 hours notice
Liquid Nitrogen Treatment	\$ 25.00/lesion	ONLY plantar and genital warts are covered by OHIP
Transfer of Medical Records	\$ 30.00 (first 20 pages) + \$ 0.25/page thereafter \$ 40.00 (CD)	Printed or faxed to a maximum of 50 pages Requests over 50 pages will be saved on CD
Insurance/Disability Forms	OMA Rate	
Legal Reports	OMA Rate	
Auto Accident Insurance Forms	OMA Rate	
CRA Disability Tax Credit Certificate	OMA Rate	

If you would like further information regarding Block Fees please go to:

<https://www.cpso.on.ca/admin/CPSO/media/Documents/physician/polices-and-guidance/policies/uninsured-services-patient-infosheet.pdf>

ANNUAL FEE REGISTRATION FORM

If you choose to enroll in our Annual Fee Program, please complete the form below. If you choose the Couple or Family Plan, please list the family members' names in addition to your own in the chart below. Please note that children over 18 in school full-time OR in the care of parents/guardians WILL be covered under the Family Plan.

Patient Name	Date of Birth	Family Doctor

- I am opting in to the Annual Fee program and paying via:
 - Cheque made payable to: **Don Valley Medical Associates**
 - Payment and completed form can either be dropped off or mailed to our office
 - Credit Card
 - Payment can be accepted in person or over the phone
 - Cash/Debit
 - Payment can be made in person only

It is your right to rescind, within one week, your decision to pay the annual fee, in which case you will be required to pay for each uninsured service as it is provided.

I am requesting coverage as a:

- \$140.00 Individual
- \$220.00 Couple* (OR 1 parent/1 child)
- \$255.00 Family* (3 or more family members residing in the same household)

*Includes children to up to age 18 residing in the same household and full-time students up to age 25

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