



DON VALLEY
MEDICAL ASSOCIATES

NORTH YORK
FAMILY HEALTH TEAM

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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 Exam (annual physicals are no longer required), Diabetic Management and 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 missed appointment 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.

Best regards,
Don Valley Medical Associates

WWW.DONVALLEYMEDICAL.CA

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.

****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 from 9:00am-5:00pm and **Fridays** from 9:00am-4:00pm

Our phones are answered from 8:30am-5:00pm Monday to Thursday with a lunch closure from 12:00pm-1:30pm. On 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 2024 flu shot 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.