



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 it is 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 Exams (annual physicals are no longer required), Diabetic Management and Counselling.

As a reminder, you can access all important practice and medical care updates on our website www.donvalleymedical.ca.

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.

If you are unable to attend your medical consultation (virtual or in-person), please provide us with 24 hours notice so that we can accommodate other patients and you will not be charged the missed appointment fee.

After Hours Care-For urgent medical concerns outside of office hours, please call **416-213-1170** to book an evening or weekend appointment and you will be directed to the clinic location that is providing the after hours care. If it is a medical emergency, please call 911. We encourage you not to attend 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 your primary care to ensure you receive the best possible health outcomes.

Yours sincerely,

The Physicians of Don Valley Medical Associates

WWW.DONVALLEYMEDICAL.CA

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. The Annual Fee program is administered directly through our office.

****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.**

For your information these are the current Ontario recommended screening programs:

CANCER CARE ONTARIO (CCO) SCREENING PROGRAMS:

- Cervical screening – women aged 25-69 every 5 years who are or have ever been sexually active*
- Mammogram screening – women aged 40-74 every 1-2 years*
- Colon Cancer screening – patients aged 50-74 years*
 - Fecal Immunochemical Test (FIT) every 2 years*
 - or
 - Colonoscopy*

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