

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 my office and 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 I provide which are **not covered by OHIP**. These services require significant time and resources to administer and the demand for these uninsured services has increased dramatically in the past several years. In the face of rising office expenses and government restrictions, I am unable to provide these services free of charge. Examples of these services include, but are not limited to:

- **Prescription renewals by phone or fax – Starting November 15, 2023, we will begin charging a \$20.00 fee for patients who choose to have prescription refills done without an appointment. Prescription refills done during a regular appointment will NOT have a charge.** Each time a request is made by fax or phone without an office visit, the patient's chart needs to be accessed, reviewed by me to ensure appropriate and whether any safety monitoring tests are due (arrange these if so), the necessary documentation is added to your medical file and the prescription is sent to the pharmacy. Prescriptions written at the time of an office visit will be provided in quantities (with repeats as necessary) to provide the patient with enough medication to last until a follow-up appointment is medically necessary. More information is available on my website for process changes going forward.
- Referrals for Physiotherapy, Massage Therapy, Chiropractic, etc.
- Insurance or Disability Forms

Also starting on November 15th, 2023, I will be partnering with **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.

Through PatientSERV, I will be offering **two options** for patients.

1. **The PS365 Annual Fee Plan** – A flat rate that covers the cost of prescription refills without a visit, and many uninsured services for one year (see full list of services for more details).
2. **Pay-As-You-Go** – Simply pay for any uninsured services if and when you use them. This means no up-front fee. 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.

To choose either the **PS365 Annual Fee Plan** or the **Pay-As-You-Go** option, please respond by one of 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 -
- Register online at www.patientserv.ca (select *Log In*, then *New to PatientSERV*). You will require your Health Card number as well as the following unique PIN:

If you have any questions about uninsured services 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.

Warm Regards,

Dr. Caitlin Krempowich