

Dear Patient,

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 our office regarding uninsured services. While OHIP covers the costs for most of your medical needs, there are many services I provide that are not covered. Examples of these include, but are not limited to:

- Prescription Renewals Without a Visit
- Sick Notes
- Referrals for Physiotherapy, Massage Therapy, Chiropractic, Etc.
- Insurance Forms

In order for us to provide all the services you and your family need, while operating at maximum efficiency, my practice established a partnership with **PatientSERV**, the Ontario Medical Association's partner in uninsured services management. I'm happy to say we are continuing this partnership and our offer of the **PS365 Annual Plan**, which for the past year has been providing better value when helping many of our patients cover the costs of uninsured services. We utilize this program to give our patients more options and help them manage their uninsured services in a hassle-free and efficient manner.

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 maintain our focus on providing quality care ([see full list of services for more details](#)). I believe that the PS365 program is fairly priced and have included reduced subscription rates specifically for individuals, families and seniors. I hope that you will seriously consider how it could benefit both you and your family, but please note that you have the right to change your mind up to 7 days after purchase.

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 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 -
- Enroll online at www.patientsev.ca (select Log In, then New to PatientSERV). You will require your Health Card number as well as your unique PIN.

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 you receive from us as your healthcare is our 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.

Sincerely,

Dr. Matthew Weisbrod, MD, CCFP

*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. Please note, uninsured services and annual fee plans are endorsed by the College of Physicians and Surgeons of Ontario (please see their Patient Information Sheet on Uninsured Services: Billing and Block Fees on their website) and the Ontario Medical Association under "Block Fees" on their website.