

Dear Patient,

I hope this letter finds you and your family in excellent health. I am writing to inform you of some changes to our office's uninsured services policy. OHIP (Ontario Health Insurance Plan) covers the costs of most of your medical needs, however, there are many services that are not covered by OHIP. These services require significant time and resources to administer and the demand for them has grown dramatically. Examples of these services include, but are not limited to:

- Prescription renewals without a visit\*
- Sick notes
- Insurance notes for physiotherapy, massage therapy, chiropractic, etc.
- Insurance forms

As many of you know, most physicians must cover their own overhead, just like any other business. Overhead costs continue to rise, which makes it more challenging to keep family practices running. In the face of these rising office expenses and government restrictions, **starting February 10, 2025, the office will be charging patients for all services not covered by OHIP. This includes prescription renewals without a visit.\*** Also starting on February 1, 2025, our office will be partnering with **PatientSERV**, the Ontario Medical Association's partner in uninsured services management. Through PatientSERV, we 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 and no registration required. 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.

#### PAYMENT METHODS FOR PS365 ANNUAL FEE PLAN PURCHASE

1. **Online:** Visit <https://patients.patientserv.ca/SignUp>. You will require your health card number and your PIN. Your PIN is \_\_\_\_\_
2. **Cheque Payment Via Mail:** Complete the enclosed registration form and mail the form and cheque (payable to PatientSERV) using the postage-paid envelope.
3. **Phone:** Call 1-800-385-3210 Monday – Friday 8:30am - 4:00pm.
4. **Office:** You may pay in person at the doctor's office using cash, credit, or debit.

If you have any questions about uninsured services, 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 as your healthcare is our top priority.

Warm Regards,




**Dr. Kunal Jagoowani, MD, CCFP**

\* Note about Prescription Renewals: Prescription renewals done during a regular appointment will NOT have a charge. It is important to understand that each time a request is made by fax or phone without an office visit, the patient's chart needs to be accessed, then reviewed by the physician, the necessary documentation is added to the medical file and the prescription needs to be 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. Please note that some



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medications cannot be renewed without an appointment, and paying the fee does not guarantee a prescription will be renewed. This includes renewals for narcotics and sedatives, or when a visit is otherwise medically necessary.

