

Dear Patient,

Welcome to EPICare Medical. We are pleased to be part of your healthcare journey and look forward to providing you and your family with comprehensive, patient-centred care.

We would like to inform you about our **Uninsured Services Program**. While the Ontario Health Insurance Plan (OHIP) covers most medically necessary physician services, there are many common services that are not covered by OHIP. These services require significant physician and administrative time and resources to provide.

Examples of uninsured services include, but are not limited to:

- Prescription renewals without an appointment*
- Sick notes
- Insurance notes for physiotherapy, massage therapy, chiropractic care, etc.
- Insurance forms and reports
- Employment, school, and camp forms
- Medical record transfers and copies
- Various other administrative services not covered by OHIP

Like most family practices, EPICare Medical incurs significant operating costs that are not covered by OHIP. To help offset the administrative time and resources required for uninsured services, we offer two options:

1. Annual Uninsured Services Plan

A flat annual fee that covers many common uninsured services, including prescription renewals without an appointment and various administrative requests.

2. Pay-As-You-Go

Pay only for uninsured services as they are used, according to our uninsured services fee schedule.

If you are interested in enrolling in the Annual Uninsured Services Plan, please contact our office. Registration can be completed:

- By phone
- In person at the clinic
- By mail

Our team will be happy to provide you with enrollment information and answer any questions you may have.

We are also pleased to share that we will be introducing a new uninsured services management platform, **Docnote**, in the coming weeks. Additional information and enrollment options will be communicated to patients as soon as they become available.

Regardless of the option you choose, please be assured that your decision will have no impact on the medical care you receive. Your health and wellbeing remain our highest priority. If you have any questions regarding uninsured services or plan enrollment, please contact our office directly.

Warm Regards,

Dr. Kunal Jagoowani & Dr. Anjali Menezes

EPICare Medical

* Note Regarding Prescription Renewals: Prescription renewals completed during a scheduled appointment are not subject to a fee. Requests made by phone or fax without an appointment require physician review of the medical record, documentation, clinical assessment, and communication with the pharmacy. Prescriptions provided during an appointment are generally written with sufficient quantities and refills to last until the next medically appropriate follow-up. Please note that some medications cannot be renewed without an appointment, and payment of a fee does not guarantee that a prescription will be renewed. This includes narcotics, controlled substances, sedatives, or situations where a clinical reassessment is medically necessary.