

8000 Bathurst Street Family Health Organization

2A-8000 Bathurst Street • Thornhill • ON • L4J 0B8

Dear Patients,

We hope that this letter finds you and your family in excellent health. We are writing to update you with some important information pertaining to our office regarding **uninsured services** and the **annual fee plan**.

While OHIP covers the costs for most of your medical needs, there are many services we provide which are not covered. Examples of these include, but are not limited to:

- prescription renewals by phone or fax
- sick notes
- referrals for physiotherapy, massage therapy, chiropractic, etc.
- Immunizations not covered by OHIP

To enable us to provide all the services you and your family need, while allowing the clinic to operate at maximum efficiency and maintain our focus of providing quality care, 8000 Bathurst Street Family Health Organization is continuing our support of our **Annual Fee** program, which for the past years has been providing better value when helping many of our patients cover the costs of uninsured services.

The **optional** Annual Fee Plan covers the costs of most uninsured services for **one year**, and helps you manage your uninsured services in a hassle-free and efficient manner ([see full list of services on back](#)).

We believe that the PS365 program is fairly priced and have included subscription rates specifically for families and individuals. We hope that you will seriously consider the benefits for both you and your family.

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 may leave payment information safely and securely with PatientSERV charged only when an uninsured service is provided.

To choose either the **PS365** 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
- **Register your account online** at www.patientserv.ca (select Login, then *Sign Up to be a PatientSERV Patient*).
You will require your Health Card number as well as the following unique PIN: **Please call PatientSERV at 1-800-385-3210**

The administration of the PS365 program is handled for us by PatientSERV*. If you have any questions about this program, or would like to provide payment over the phone, please contact PatientSERV at 1-800-385-3210.

And as a reminder, you can book virtual appointments online on our website.

Regardless of the choice you make, please be assured that it will have no bearing upon the medical care you receive from us. Thank you for placing your trust in us to provide you with the highest quality healthcare possible, which we hope to fulfil for many more years to come.

Sincerely,

Dr. Meredith Deutsch-Levy, **MD** Dr. Robin Pellow, **MD** Dr. Judy Gortler, **MD** Dr. Menaka Raghuraman, **MD**
Dr. Sherman Li, **MD** Dr. Allen Pimienta, **MD** Dr. Michelle Litner, **MD**

* 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, annual fee plans are endorsed by the CPSO (College of Physicians and Surgeons of Ontario) and the OMA (Ontario Medical Association), for more details please look under “Block Fees” on their respective websites.