



Office Policies and Procedures Reminder

Tests Results and Reporting

- As per the College of Physicians and Surgeons of Ontario (CPSO) **it is the responsibility of the physician who orders the test to communicate results and recommendations directly to the patient.**
- Copies sent to us are for your chart record, although we do review all results we receive. To save time and get the best advice, please contact the ordering physician directly for results.

Prescription Renewals

- We do not accept telephone requests by the pharmacy or patient. Renewals should be faxed to us by your pharmacy.
- Renewals without an office or telephone visit are not covered by OHIP and are subject to a \$35.00 fee for each faxed request. Please allow 5 days to process these requests.

Appointment Bookings

- Appointment can be made by telephone or online via our website (www.Southkeyshealth.com)
- Online bookings are best for booking new medical issues, follow-up appointments and prescription renewals. For appointments involving our nurses or requiring more than 15 minutes (e.g. diabetes visits, periodic health reviews, mental health concerns, procedures) please book these by telephone.

Missed Appointments

- Patients who miss their appointment or do not cancel it within 2 business days of their appointment shall be subject to a No Show/Cancellation fee of up to \$100.00.
- In the event of an actual emergency where prior notice could not be given, a one-time exception may be granted.

Phone Calls

- We receive a very high volume of calls every day. We try to return your call in a timely manner; however, it may take up to 48 hours to return your call for non-urgent matters.
- Leave a voicemail as this may be faster than trying to get a live person on the phone
- When leaving a voicemail, ensure you clearly state and spell your first and last name and your telephone number

Harassment

- We are committed to communicating with you in a respectful, professional and civil manner and we expect the same courtesy from you.
- We understand that your circumstances may be stressful and navigating our health system can be frustrating.



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- Abusive behavior towards our staff, including threats, vexatious or intimidating conduct, sexual harassment, yelling or screaming, or obscene, racist or discriminatory statements **will result in immediate termination from the practice.**

Respiratory Illness/Communicable Illness

- Please alert the front staff that you may have a respiratory (cold/flu-like) illness when booking appointment and arriving at the office. You will be asked to wear a mask and isolate in the hallway or in a room.

Uninsured services (services not covered by OHIP)

- There are many services that are not covered by OHIP (*see list below*).
- You can pay for individual services at the time the service is provided, or you may pay an 'annual fee' (block fee).
- This is a yearly payment that covers and/or reduces the fees for these services not covered by OHIP.
- We realize there are special circumstances. If you are financially unable to pay for an uninsured service, you may request the fee exemption from your doctor.

ANNUAL FEE PLAN FOR UNINSURED SERVICES

Dear Patient,

We are writing to provide you with important information regarding uninsured health services and our Annual Fee Plan (also referred to as a 'Block Fee').

Although there are many services paid for by the Ministry of Health through our taxes, there are several services and visits that are not covered by our Provincial health care plan (OHIP) that are both time-consuming and resource intensive to provide.

The most common examples of uninsured services are:

- Prescription renewals without a visit (\$35/request)
- Sick notes (\$35/request) or Forms for school or work (\$35-50/request)
- Notes required by Insurance companies for Massage Therapy, Physiotherapy, Orthotics, etc. (\$35/request)
- Insurance certificates, travel cancellation forms
- Physical exams not covered by OHIP (e.g. Driver Medicals)

Comprehensive Family Medicine is in a crisis, in large part due to inflation, rising rent and staffing costs, combined with unchanged pay for doctors for nearly a decade. To help save you time and money, while allowing our clinic to operate efficiently and maintain our focus on providing quality care, we continue to offer our Annual Fee Plan.

The **Optional Annual Fee Plan** covers the cost of most uninsured services for **one year**, and helps



you manage these uninsured services in a hassle-free and efficient manner.

Of course, you may choose not to participate in the Annual Fee Plan. In this case, any uninsured services you receive will be charged on a **pay per request** basis.

Please note: our office has an automatic system that charges for these services, and this applies to all Physicians.

If you wish to sign up for an individual, couple or family plan, visit our website at <http://www.southkeyshealth.com/>. Payment can be made with Visa, Mastercard, debit card, cheque or cash.

If your financial circumstances make it difficult to pay for an uninsured service, you may request an exemption.

Forms and Notes	Cost	Covered by Annual Fee Plan
Forms	\$50	Yes
Simple Notes/Letter	\$35	Yes
School/Daycare/Camp Forms and Examination	\$75	Yes
Completion of forms associated with physicals		
School/camp	\$50	Yes
Admission to daycare, preschool, college/ university	\$50	Yes
Pre-employment /new job- certification of fitness	\$50	Yes
Licensing Forms		
Drivers Medical Exam (FLRC80): must add exam cost onto this	\$65	No
Physical exam is separate and non-OHIP covered (\$280 total with form)	\$215	No
Marine Medical (Transport Canada)	\$185	No
<u>Work/School Forms/Notes</u>		
Back to Work Letter	\$35	Yes
Sick Notes/Daycare Letter	\$35	Yes
<u>Insurance Certificates</u>		



Treatment Plan (OCF-18)	\$200.00	No
Disability Form (OCF-3)	\$200.00	No
Determination of Catastrophic Impairment (OCF-19)	\$200.00	No
Treatment Confirmation (OCF-23)	\$200.00	No
Travel Cancellation Form	\$100.00	Yes

Insurance and Benefit Forms	Cost	Covered by Annual Fee Plan
Insurance medical examination (assessment and report)	\$240	No
APS (Attending Physician's Statement)	\$175/ MD hourly rate	No
Orthotics Prescriptions / Note	\$35	Yes
Massage Prescriptions / Note	\$35	Yes
<u>Government Forms</u>		
CPP Disability Medical Report	\$85	No
CPP narrative medical report	\$150	No
Revenue Canada, Federal Disability Tax Credit	\$100	No
Employment Insurance Medical Certificate	\$60	No
<u>Consultation and Visit Fees</u>		
Pre-Op for non OHIP Procedures	\$150	No
Prescription renewal without an office or telephone visit	\$35	Yes
Ear syringing, not meeting OHIP guidelines	\$30	Yes
Circumcision - Newborn - up to 1 month old	\$350	No
<u>Cosmetic procedures / Removal of Skin Lesions</u>		
for one skin lesion	\$75	No
Cryotherapy (liquid Nitrogen) - Excluding plantar warts	\$30 each	No
IUD Tray Fee	\$75	No
PAP at request of patient (Excluding lab fee)	\$50	No

Other Fees	Cost	Covered by Annual Fee Plan
Photocopy (legal OMA)	\$35 (1-20 Pages)	No
Additional Pages	O.25 (per	No



	page)	
Missed Appointments (15 minutes)	\$50	No
Missed Appointments (30 minutes)	\$100	No
Transfer of Records (CD - per person)	\$50	Yes
Transfer of Records (CD - family of 3 or more)	\$100	Yes (with family plan)
Travel Assessment	\$90	No
Travel Injection	\$30	Yes
Travel Prescription	\$35	Yes