

Dr. Angus Pauls & Dr. Michael Esterbauer

230 Victoria Street, Unit 202, London, ON, N6A 2C2

Dear Patient,

We hope this letter finds you and your family in good health. We are writing to provide an update and some important information pertaining to our office and uninsured services.

While OHIP covers the cost of most services relating to your medical needs, there are many which we provide that are not covered. Until now, we have provided some of these services at no cost to you and your family. Some services were charged on a Pay-As-You-Go-Basis. Examples of these include, but are not limited to:

- prescription renewals by fax
- sick notes
- referrals for physiotherapy, massage therapy, chiropractic, etc. (without a medical reason)
- insurance forms
- charge for missed/no show appointments

We have embraced some changes in the office that will 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 on providing quality care. **PatientSERV** can help you cover the costs of uninsured services in a hassle-free and efficient manner. We are moving to this new program to give our patients more options and better value.

The **PS365 plan is an optional annual fee plan** that covers the costs of most uninsured services for **one year** (see full list of services for more details). We believe that the PS365 program is fairly priced and have included subscription rates specifically for couples, families, and seniors. 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 with some that were previously included at no charge (*i.e., fax prescription renewals*). For this option, you may leave payment information safely and securely with PatientSERV and will only be charged when an uninsured service is provided. Alternatively, you will be invoiced when an uninsured service is rendered.

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
- OR -
- Register 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:

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 we will continue to provide you with top quality healthcare services. Thank you for placing your trust in us.

Sincerely,

Dr. Angus Pauls, MD

Dr. Michael Esterbauer, MD