

THE OFFICE OF DR. FRANK GIFFORD

707 Charlotte Street, Peterborough, Ontario, K9J 7B3

Uninsured Services

. As many of you know, 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. Demand for these uninsured services has increased dramatically over time, and they require significant time and resources to manage, typically several hours each week.

Did you know...?

- OHIP generally only pays for medical assessments and advice that are given at booked appointments.
- Prescriptions renewals outside of a visit, sick notes, most forms, and printed/emailed copies of records are NOT covered by OHIP.
- Every phone call, prescription request, form, letter, note, email, fax, or other request requires staff and physician time, skill, and resources. We manage over a hundred such requests every week. This is an enormous challenge.

Effective May 1st, 2026, there will be a \$30.00 fee for prescription refills being done without a visit. This is because faxed prescription refills outside of a visit are not covered by OHIP, and each request takes significant staff and physician chart review time. Refills will only be sent when it is medically appropriate to do so, and some refills will require an appointment instead. **Prescription renewals done during an appointment will NOT have a charge.** We encourage you to **check all of your refills** and plan each of your visits accordingly. We will generally give you enough refills to last until a follow-up appointment is recommended, which means that **if you are out of refills, it is often time for your condition to be reassessed.**

Also starting on May 1st, 2026, my office will be partnering with **PatientSERV**, which is a company helping us coordinate and manage the flow of our uninsured services, including things like forms, notes and prescription refill requests. PatientSERV has an online platform and dedicated support team that will allow you to easily manage any uninsured payments you need to make. Through PatientSERV, we are offering **two options** for you to pay for uninsured services if you need them:

1. **The PS365 Annual Fee Plan** – An optional flat rate plan that covers the cost many uninsured services for a full year. This includes prescription refills without a visit, along with many types of notes and forms. It also includes a 50% discount on several other common requests. A list of everything that is included is attached, and signup information is below.
2. **Pay-As-You-Go** – For this option, you will pay for every uninsured service individually, if and when you use one. A current fee list is attached. No registration is required, and there is no up-front fee. You pay when we receive the request, and have the option of paying online, by telephone, by mail, or in person at the clinic. In cases of financial need, or if you have concerns about your ability to pay for a service, please speak with us about possible options.

Moving forward, please ensure that we have a valid, up-to-date email address on file for billing and communications. When attending medical appointments involving refills, please bring a current list of all medications, or better yet, all medication bottles or blister packs.

PAYMENT METHODS IF YOU ARE INTERESTED IN JOINING THE PS365 ANNUAL FEE PLAN

1. **Online:** Visit <https://patients.patientserv.ca/Pay/716>
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.

Finally, we should note that this change is mainly aimed at reducing staff and physician administrative burden, rather than generating revenue. Regardless of the choice you make, please be assured that it will have no bearing on the medical care you receive. Your healthcare is our top priority. If you have any questions about the program, please feel free to contact PatientSERV at 1-800-385-3210.

Warm Regards,
The Office of Dr. Frank Gifford

* 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. Please note, uninsured services and annual fee plans are endorsed by the College of Physicians and Surgeons of Ontario (please see their Patient Information Sheet on Uninsured Services: Billing and Block Fees on their website) and the Ontario Medical Association under "Block Fees" on their website.