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Dear valued patient,

August 23, 2020

It's the time of year when I like to update you about what's happening around the office. Please find enclosed my Office Update brochure for 2020 to bring you up-to-date about changes in the office, our after-hours care, my associates, and more. It's also the time for renewal of the Annual Uninsured Services Program.

As many of you know, the Ontario Health Insurance Plan (OHIP) pays for most of your medical visits at the office. This year, COVID-19 has forced us to provide even more services to our patients, essentially free of charge, despite it costing us substantial time, effort and expense to keep our office running efficiently and effectively. All family physicians in Ontario were not able to charge OHIP for any telephone services prior to June, essentially working for free for three months while we were not seeing patients in the office. We have not charged for prescription renewals and many other regularly billed fees during COVID-19, since we realize the unique financial challenges you may have had.

We have maintained a fee schedule for uninsured services that is in alignment with OMA policy and recommendations. For further details, please review the uninsured services fee guide included with this letter. There are two ways by which you may wish to address these fees. To provide peace of mind to you, and to assist me in minimizing administrative costs of billing each service individually, I ask that you consider paying an Annual Fee, often referred to as a "block fee", to cover uninsured services for one year.

This method appears to be preferred by many of my patients. The decision to enroll in the Annual Fee Program will help reduce the amount of time the office staff spends sending out individual invoices, and allow them more time to provide patient care. For this, I am grateful. It can also amount to substantial savings if unexpected needs arise over the year. The second option is to choose to pay for individual uninsured services on a "Pay-Per-Service" basis.

Annual Fees for the coverage period (September 1, 2020 to September 1, 2021):

\$ 135 For an individual

\$ 250 For a couple

\$ 260 For a family

The rates for the Annual Fee continue to be on par or below what other doctors charge.

PLEASE NOTE:

**Instead of using the monitoring service I have used in the past, we are now able to process your payments directly online via the following secure website <https://www.lesliemedical.com/kahane.html>
Payment can also be done over the telephone by credit card or you can mail cheques (payable to Steven Kahane Medicine Professional Corporation) directly to our office.**

Included with this letter is a list of some items covered by the Block Fee. I recognize that there are special circumstances, so if you are financially unable to pay for an uninsured service, but require it, you may request a fee exemption.

I continue to enjoy attending to my medical practice and look forward to caring for you and your family in good health for many years. Your support is greatly appreciated.

Best wishes and sincerely yours,



Dr. Steven Kahane