*Pnina Weinrich-Bross MD CCFP FCFP*
*Brooke Hogarth MD CCFP*
*Jaclyn Klein MD CCFP*
*Lisa Mandel MD CCFP FCFP*
*Galit Segal MD CCFP*

*390 Steeles Avenue West, Unit 1*
*Thornhill, Ontario L4J 6X2*
*Tel 905-881-3984*
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FAMILY PHYSICIANS OF THORNHILL INC.

December 1, 2026

Dear Patients,

We want to take this opportunity to thank you for your ongoing support of our family practice as it continues to evolve in these post-pandemic years. We are committed to providing you with the best medical care possible in an approachable, friendly and efficient manner. We are sending this letter to review and explain a few items: annual fees, prescription renewals, and after hours care.

**ANNUAL FEES:**

OHIP covers most of your medical care. However, there are an increasing number of medical procedures and administrative services that are not covered. You may wish to pay for these uninsured services as they are incurred, or alternatively, you can choose to pay the annual uninsured services fee for the calendar year of 2027. We recommend that you consider our Annual Fee Plan as it will reduce time spent on administrative tasks, allowing for more time to be directed to patient care.

Examples of the most common services we provide that are not covered by OHIP are prescription renewals without an appointment, sick notes, and massage/ physiotherapy/ orthotics notes. A comprehensive list of services and their costs can be found on our website under "FORMS".

Included with this letter is an Annual Fee form. **New this year, we would recommend that you pay online** at www.thornhilldocs.com, **under the Forms and Fees section.** You may still mail, drop off or fax this paper form back to our office. A copy of this form can also be downloaded from our website under "Forms and Fees".

**PRESCRIPTION RENEWAL:**

Prescriptions are usually renewed at each appointment, after your doctor has done a thorough review of your medical conditions. Generally your doctor will prescribe enough

medications to last until they next wish to see you. It is important to check your medication/repeats prior to your appointments.

Each time a request is made by fax or telephone for a prescription renewal without a physician appointment, the patient's chart needs to be accessed and reviewed by the physician. The necessary entries need to be made in the chart and there then needs to be communication with the pharmacy. This all takes administrative and physician time. Please make sure you allow several days notice when requesting prescription renewals.

If you sign up for the Annual Fee Plan, you will be covered for this service; otherwise there will be a charge for each request made by phone or fax.

**AFTER HOURS CARE:**

As you know, our office is part of the Bathurst North Family Health Organization. Our partners within this organization are well respected physicians in the community with whom we share after hours care. We ask that if you have an urgent medical problem outside of office hours, you contact our After Hours Clinic. When you are seen at our After Hours Clinic, we receive a report of your encounter in addition to results of any tests ordered.

Please avoid Walk-In Clinics. The Ministry of Health has set up a system whereby family physicians are penalized when their patients visit walk-in clinics. We are never informed of the details of your visit, nor are any test results ever forwarded to us. It is simply NOT in your best interest to visit these clinics.

The phone number for the After Hours Clinic is 416-477-2844 and the hours are 5:00-8:00 PM on weekdays (phone lines are open after 3:00 PM), 9:00-3:00 Saturdays, and 9:00-12:00 Sundays. And of course, for any medical emergency, please go to your nearest emergency department.

We thank you for you time and consideration on all of these matters. We remain committed to providing you and your families with the best possible care. Wishing you all continuing good health in the coming year.

Sincerely,

Your Family Doctors

Dr. Bross, Dr. Hogarth, Dr. Klein, Dr. Mandel, Dr. Segal

**Please complete and return this form to update our records:**

**Please indicate your choice of payment and return with your Visa number or cheque made out to your doctor.**

**Mailing Address: 390 Steeles Avenue West Unit 1, Thornhill, Ontario L4J 6X2**

**Surname**..... **First Name** .....

**Other dependent family members living at same address, who are patients in this office:** .....

**Address** .....

**City**..... **Province**..... **Postal Code** .....

**Phone: Home** .....

**Work** .....

**Cell** .....

**Doctor** .....

*If family members have different doctor's, please add the family member(s) with doctor's name

- **The annual fee is enclosed : Cheque ( ) VISA CREDIT CARD ONLY ( )**
- **Receipt Requested ( ) Email:** .....

**[ ] INDIVIDUAL ($150 + HST $19.50) - TOTAL $169.50**

**[ ] COUPLE ($250 + HST $32.50) - TOTAL $282.50**

**[ ] FAMILY ($300 + HST $39.00) - TOTAL $339.00**
**(includes dependent children living in the same house)**

**VISA NUMBER** .....

**Exp. Date** .....

**SIGNATURE** .....

**HST# 70486 6086**