THE OFFICE OF DR. ABHISHEK JARIWALA

Windsor Medical Clinic, West Location, 1608 Tecumseh Rd W, Windsor, ON, N9B 1T8
Windsor Medical Clinic, East Location, 6720 Hawthorne, Windsor, ON, N8T 1L9

Dear Patient,

We hope this letter finds you well. We are writing to inform you of some important changes to our practice. While OHIP covers most medically necessary healthcare services, many services remain uninsured. Demand for these services has increased significantly, requiring additional time and resources from our practice.

Prescription Renewals Without an Appointment: Effective **NOVEMBER 2, 2026,** there will be a $25.00 fee for prescription renewals requested without an appointment**.** Prescription renewals requested outside of a visit are not covered by OHIP.

Please note:

- Prescription renewals will only be provided when medically appropriate.
- Some medications may require an appointment before they can be renewed.
- There is no charge for prescription renewals completed during an appointment.
- We will generally provide enough refills to last until your recommended follow-up appointment. If you have run out of refills, this may be an indication that it is time for your condition and medications to be reassessed.

Secure Messaging: We are pleased to introduce a new way to communicate with Dr. Jariwala through **Ocean's secure patient messaging system**. This service allows you to send a secure message that Dr. Jariwala can review and respond to.

Effective NOVEMBER 2, 2026, there will be a $35.00 fee per encounter/issue sent via Ocean Secure Messaging.

To send a message, visit:
https://ocean.tips/dr-jariwala-message

You can also scan the QR code (on back of this page) with your smartphone to send a message. Follow the instructions on the page to enter your information and submit your message. Please keep your message clear and concise.

Please keep the following in mind:

- This service is intended for **non-urgent questions and updates**.
- Messages are not monitored continuously, and responses may take time.
- Some concerns require a telephone or in-person appointment. Dr. Jariwala may recommend an appointment to assess your concern properly.
- **Do not use this service for urgent medical concerns or emergencies.** For urgent concerns, contact the clinic by telephone or seek timely medical care. In an emergency, call 911 or go to the nearest emergency department.

PATIENTSERV

We will be using the Ontario Medical Association's preferred partner, PatientSERV, to administer these services. Through PatientSERV, we are offering two options:

1. **The PS365 Annual Fee Plan** – An optional flat rate plan that covers the cost of secure messaging and prescription renewals without a visit.
2. **Pay-As-You-Go** – For this option, you will pay for each prescription renewal and secure message individually, if and when you use them. No registration is required, and there is no up-front fee.

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* 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.

PS365 ANNUAL FEE PLAN PRICING

Individual	Two People/Couple	Senior (65+)	Senior Couple (65+)
$200.00	$300.00	$175.00	$250.00

PAYMENT METHODS FOR PS365 ANNUAL FEE PLAN PURCHASE

1. **Online**: Visit **https://patients.patientserv.ca/Pay/1210**
2. **Cheque Payment Via Mail**: Complete the registration form and mail the form and cheque (payable to PatientSERV).
3. **Phone:** Call 1-800-385-3210 Monday – Friday 8:30am - 4:00pm.

If you have any questions, please do not hesitate to contact PatientSERV at 1-800-385-3210. Thank you for your understanding and continued trust.

Sincerely,

The Office of Dr. Abhishek Jariwala

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