



uOttawa

Dear valued patients,

We are pleased to announce the launch of our new clinic website: www.tohfamilyhealthteam.ca. On this website, you will find patient resources to help you navigate your health-care journey. We encourage you to visit the website and explore all that it has to offer.

Reinstatement of fees for uninsured services and missed appointments

As we transition out of the initial challenges of the pandemic, the Family Health Team will be reinstating charges for services that are not covered by OHIP (uninsured services). We did not regularly charge for these services during the pandemic to avoid any interruptions to your care. Examples of uninsured services include prescription refills without an appointment, forms, insurance letters (i.e., massage, physiotherapy) and sick notes. The Family Health Team will be regularly charging for uninsured services effective July 1, 2023.

For a complete list of uninsured services, please visit our new clinic website at www.tohfamilyhealthteam.ca.

Requests for forms or prescription refills outside of your appointment can take up to seven (7) or more business days to process. If you run out of your medication before your next appointment, your community pharmacist can extend your most recent prescription.

We know that demand for primary care services remains high and we continue to do our best to provide you with prompt access to our services. Recently, we've been seeing an increase in missed appointments. We know that things can come up unexpectedly, which could lead to you not being able to attend your scheduled appointment, but we'd like to remind patients that missed appointments without notification at least 24 hours before the appointment will result in charges.

Respectful behaviour at the Family Health Team

Unfortunately, over the last two years, we've seen an increase in aggressive behaviour, harassment, and violence towards our Family Health Team staff. Compassionate care requires mutual respect between patients and their care providers, which is something we place a high value on. We **do not** tolerate any kind of harassment or violence towards staff or other patients. As such, this type of behaviour could lead to patient dismissal from the clinic.

We ask that all patients treat our staff and fellow patients with respect and kindness and in-turn, our staff will do the same.

We know that the last couple of years have been challenging and there are common points of frustration in our health-care system, including increased wait times. Please know we are working as hard as we can to navigate this with our patients.

Thank you for your understanding and cooperation. We value your continued trust in us and look forward to continuing supporting you.

Sincerely,

The Ottawa Hospital Family Health Team