

Dear Patient,

As we say goodbye to summer, let us take this opportunity to update you on some office changes, and remind you of our current office policies.

We are continually updating our website (www.focusmed.ca) to improve patient communication and care. Through our website you can book appointments, check after hours clinic information, access info on flu shot availability, and link to Pay-Pal for uninsured services. Don't forget our "useful links" section that provides information on a multitude of common health topics.

APPOINTMENTS can be booked on-line. Please remember that only 15 minute appointments can be scheduled on-line. For physicals/"check-ups", well baby visits, counselling and diabetic visits please phone the office directly. Make sure that you are booking with your own physician or else your appointment time will not be honoured.

The website lists the AFTER HOURS clinic MD who is on call for that evening. This info is updated daily for your convenience. Should you require care outside of your regular doctor's hours please remember to use the AFTER HOURS service and NOT GO TO A WALK IN CLINIC from which we are unable to access your records or track any tests that have been performed.

Please note that many services are not covered by OHIP, and as such, a fee will apply in these circumstances. Examples include: telephone/fax prescription renewals, completion of forms, medical notes (illness, massage, etc.), and telephone advice. As an alternative, we offer the ANNUAL FEE which encompasses the aforementioned charges for a 12 month period. The annual fee can be paid over the phone, in person, or via the Pay-Pal links on our website.

For more information about the fees/payment options click on first the link below. The remainder of the links will provide you with helpful information about your individual health and our office policies. We hope that you find it useful and informative.

[ANNUAL FEE](#)

[FLU SHOTS](#)

[PREVENTATIVE HEALTH CARE](#)

You can also visit our website (www.focusmed.ca) at any time for this information.

We continue to investigate options for improved communication through a secure portal with our patients. We want to remind you that our current office email (info@focusmed.ca) is not secure/encrypted and we will only continue to communicate with patients this way who have signed the email consent form and accept the associated risks.

As always, we look forward to our continued partnership in your healthcare. Wishing everyone a happy and healthy winter ahead.

Drs. Herman and Stulberg

