

Patient Information Sheet

APPENDIX: BLOCK FEES AND UNINSURED SERVICES

Insured services are services which are paid by the Ontario Health Insurance Plan (OHIP). A physician cannot charge patients for insured services.

Uninsured services are not covered by OHIP. These include things like sick notes for work, missed appointments, copy and transfer of medical records, and prescription refills over the phone.

A physician may charge a patient a reasonable fee for providing an uninsured service. Many physicians charge fees according to the *Physician's Guide to Third-Party & Other Uninsured Services*, published by the Ontario Medical Association.

There are two ways a physician can charge patients: (1) for each service, or (2) a block fee. A block fee is a flat fee that physicians can charge for a number of uninsured services. Patients who use a lot of uninsured services may find this a more economical and/or convenient option.

If a physician offers you a block fee, they must do the following:

- Allow you to choose whether you would like to pay a block fee, or pay for each service individually at the time that it is provided (pay-per-service).
- Provide you with the block fee option in writing, including a list of services which would be covered by the fee and examples of those services (if any) that are not covered.
- Provide you with a list of fees that will be charged individually for each service if you do not select the block fee option.
- Provide you with a copy of the CPSO policy or this information sheet (or tell you where to get a copy).
- Get your written confirmation if you select the block fee option.
- Ensure the block fee covers a period of not less than three months and not more than 12 months.
- Ensure the amounts charged are reasonable in relation to the services offered.
- Ensure you agree to the fee before receiving the uninsured service.

- Let you know if a third party will administer the block fee on their behalf.
- Give you a week to change your mind about paying a block fee (in which case you would be required to pay for services, as provided).

Physicians cannot:

- Refuse to provide an insured service because you choose not to pay a block fee.
- Stop treating you because you decide not to pay a block fee.
- Refuse to accept you as a new patient because you choose not to pay a block fee.
- Promise or provide preferential services to you if you pay a block fee.
- Charge an administration fee if you decide to pay-per-service.
- Charge a fee for services not performed, undertaking not to charge for a service, or being available to provide an insured service.

For more information, please refer to the CPSO Block Fees and Uninsured Services policy on our website at: www.cpso.on.ca under Policies.



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