

**BALMORAL HEALTH GROUP**  
**1366 YONGE ST., STE 405, TORONTO M4T 3A7**  
**416-923-5767**  
**www.balmoralhealth.ca**

Dear Patients,

It is an ongoing pleasure to be part of your health care team! Please review the information below

**OUR WEBSITE - [www.balmoralhealth.ca](http://www.balmoralhealth.ca)**

- First stop for clinic information, forms, payment of annual fees (through PayPal link)
- Includes doctor's hours and holidays, early closings, drop in flu clinics and more

**SAME DAY BOOKINGS MODEL - (Drs. Brunt, Bukczynski, Lafleche)**

- Call the evening prior or same day before 9am. Leave a voicemail with your name, your doctor's name, reason for the visit, and contact information
- Call backs start at 8am
- **WE MUST SPEAK WITH YOU TO BOOK A SAME DAY APPOINTMENT!**
- Exceptions are: physicals, well baby visits, WheelTrans patients, or appointments deemed necessary **at the sole discretion** of your physician. **NO OTHER APPOINTMENTS WILL BE PREBOOKED!**
- Appointments are required, same day does not mean walk in!
- **Dr. Gullane and Dr. Chen** continue to use the pre-booking model for now

**AFTER HOURS COVERAGE by Rosedale Family Health Organization (Mon-Thu 5-8, Sat 9-12)**

- **Call 647-348-0514 for clinic information**
- If you are a rostered patient and use walk in clinics, your doctor is **penalized**
- We **do not** receive notification, test results or consult notes from walk-ins and frequently have to repeat the tests, wasting your time and tax dollars

**E-MAIL ETIQUETTE**

- **MEDICAL CONCERNS OR REQUESTS FOR MEDICAL ADVICE will NOT be accepted by email. Email is not checked on a regular basis and is not to be used for urgent communication**
- The office must have a signed copy of the E-MAIL COMMUNICATION CONSENT FORM for us to be in e-mail contact with you, form can be downloaded from our website

**ANNUAL FEE SELECTION AND INFORMATION UPDATE**

- The annual fee covers the cost of services not covered by OHIP, which include, but are not limited to: all patient initiated prescription renewals by fax, phone or e-mail, forms, sick notes, insurance notes, travel shots and patient requested telephone consultations in lieu of an office visit
- These services can be paid as the Annual Fee or on a Pay-Per-Service basis

The Annual Fee rates for April 1, 2019 to April 1, 2020 remain:

- **Single Parent Families/Students** - \$100.00
- **Individuals/Seniors** - \$140.00
- **Families, including children under age 21 or still in school** - \$235.00

Please complete and return the enclosed information update and annual fee selection by **May 31, 2019**.

We look forward to another year as your health care team!

Sincerely,

Dr. Susan Brunt  
Dr. Jacob Bukczynski  
Dr. Catherine Lafleche  
Dr. Kira Gullane  
Dr. Kelly Chen