

Dear Patient,

We are pleased to participate in a pilot project sponsored by the Ministry of Health. In this project, patients can utilize secure messaging (including MEDEO) at no personal expense. Patients do not need to register for the program directly but must maintain a MEDEO account for messaging. The project starts April 1, 2024, and continues until March 31, 2026.

OHIP coverage extends to messages requesting physicians' professional opinions (e.g., follow-up on an existing condition, concerns about medication side effects, and future recommendations). Both patients and patient representatives may use the service.

The following messaging services do NOT apply to the pilot project:

- Administrative requests, such as requesting/arranging appointments
- Messaging from outside of Ontario
- Patient seeking clarification from a previous service
- Requests for prescription renewals or doctor's notes
- Emails, website or text messages

You will be notified when a message falls outside the scope of project coverage, in which case an uninsured fee of \$30 per message exchange will apply.

Patients already invested in the uninsured MEDEO direct messaging service are also eligible for the pilot project and will continue to benefit from all-inclusive messaging services.

Please email <mailto:office@unikamed.com> or call/text 647-740-1429 and indicate that you would like to use this free service.