

60+ Primary Care

Dr Stanislav Terziev | Family Physician

Welcome to 60+ Primary Care

Dear Patient,

Thank you for choosing **60+ Primary Care and Dr Stanislav Terziev**. We are pleased to welcome you to the practice.

Our goal is to provide professional, respectful and patient-centred care, while encouraging you to be an active participant in your health. We believe that good care is built on accessibility, clear communication and a strong partnership between you and your healthcare team.

Booking an Appointment

Monday	9:00 AM-4:00 PM
Tuesday	8:00 AM-4:00 PM
Wednesday	9:00 AM-4:00 PM
Thursday	1:00 PM-8:00 PM
Friday	Closed
Saturday	10:00 AM-4:00 PM
Sunday	Closed

For urgent medical concerns outside regular office hours, please visit [Pyramid Family Health Organization](https://www.pyramidfho.com) at www.pyramidfho.com for after-hours care information.

When booking an appointment, please provide reception with a clear description of the nature of your concern. This helps our team arrange the most appropriate type and length of appointment for you.

Dr Terziev aims to provide appointments for urgent concerns within **24-48 hours**, while routine appointments are generally available within approximately one week, subject to availability.

Each patient requires a separate appointment so that adequate time can be provided to address individual health concerns.

Please note that appointments are generally not required solely for routine administrative matters such as certain forms, non-drug therapy referrals or prescription renewal requests. Reception can advise you on the appropriate process.

Preparing for Your Appointment

Please arrive approximately **10 minutes before your scheduled appointment** to allow time for check-in.

Please bring:

- your valid Ontario health card;
- your current medications and supplements, or an up-to-date medication list; and
- any relevant documents or information requested by the clinic.

A standard appointment is approximately **10 minutes**. To help us use this time effectively, please begin with your most important concern. If you have several issues to discuss, a follow-up appointment may be required so that each concern can receive appropriate attention.

Forms, Referrals and Prescription Requests

You generally do not need to book an appointment solely to:

- submit routine forms;

- request renewal of massage therapy, physiotherapy, chiropractic or similar non-drug referrals; or
- request a prescription refill when an appointment is not clinically required.

For forms, please contact reception regarding the most appropriate way to submit them. Where appropriate, forms may be dropped off at reception or mailed to the clinic.

Some of these services are not covered by OHIP and may be subject to a fee.

Annual Block Fee Program

To make commonly requested uninsured services simpler and more affordable, patients may choose to participate in the **Annual Block Fee Program**.

Rather than paying separately for many uninsured services throughout the year, the program provides coverage for a range of commonly requested services for one annual fee. From **October 1, 2026**, the annual fees are:

Individual: \$100 Couple: \$180 Family: \$250 (HST included)

Examples of included services are eligible prescription renewal requests when an appointment is not required, certain medical certificates and sick notes, immunization records, selected letters and forms, non-drug prescriptions such as physiotherapy or massage therapy referrals, and other commonly requested uninsured services.

Some services are **not included**, including certain insurance and disability forms, third-party medical examinations and other more extensive reports. Missed appointments are also not covered by the program.

Participation is optional. Patients who do not participate may continue to pay individually for uninsured services as required.

Please visit our **Uninsured Services** page for the current fee schedule and complete details of what is and is not included.

Uninsured Services

OHIP does not cover all medical and administrative services. Where a service is not insured, a fee may apply. Fees are based on the nature of the service and applicable professional fee guidance and may be updated periodically.

Payment arrangements and current fees are available through reception and on our website.

Controlled Medications

Opioids, benzodiazepines and stimulant medications are controlled substances and require careful prescribing and monitoring.

Where appropriate, Dr Terziev may ask patients receiving these medications to enter into a treatment agreement. This may include an understanding that controlled medications will be prescribed by one physician and dispensed through one pharmacy.

Failure to follow an agreed treatment plan may result in controlled medication prescribing being reassessed or discontinued.

Respectful Conduct

We are committed to maintaining a safe, professional and respectful environment for both patients and staff.

We ask that all interactions with members of our healthcare team remain courteous and respectful. Aggressive, threatening, discriminatory, abusive or otherwise inappropriate behaviour will not be tolerated.

Please refer to our **Respectful Conduct Policy** for further information.

Missed Appointments

Appointment availability is valuable, and an appointment that is missed without adequate notice prevents another patient from receiving timely care.

Regular appointment	\$40
Annual physical / periodic health visit	\$80
Evening or weekend appointment	\$60

Please contact the clinic as soon as possible if you are unable to attend your scheduled appointment.

Working Together

We appreciate your cooperation in helping us provide timely and effective care to all our patients.

We look forward to welcoming you to **60+ Primary Care** and to building a positive, long-term partnership in supporting your health.

Warm regards,
Dr Stanislav Terziev
Family Physician
60+ Primary Care