



P R I N C E E D W A R D
FAMILY HEALTH TEAM

Your partner for best health

Dear Valued Patients of the Prince Edward Family Team Physicians,

On May 1, 2026 the physicians of Prince Edward County will no longer renew prescriptions faxed from your pharmacy. An appointment will be required. Please read on for further details.

It has been accustomed in Prince Edward County for physicians to automatically renew prescriptions. This is often prompted by the pharmacies without any intervention from the patient. Prescription renewal has always been a non-insured service, meaning OHIP does not compensate your physician for the time it takes to renew your medications. Due to upcoming changes to OHIP by the Ministry of Health in the way your family doctor is compensated, we can no longer continue to provide this service. To appropriately renew your medications, your physician would have to open your chart, review your medical conditions, and then decide if the current treatment is still appropriate. The current method of automated prescription renewal poses several issues, including:

- Patients not having their chronic medical conditions reviewed in a reasonable timeframe, and thus potentially “falling through the cracks” with regards to monitoring
- Patients continuing to take medications that are no longer appropriate, often for years after they are required
- Doctors and patients having fewer discussions about medications, which reduces our ability to ‘deprescribe’ or change to more appropriate regimens
- Doctors spending inordinate amounts of their spare time communicating with pharmacies and filling each individual prescription on top of their busy clinics
- It reduces patient responsibility for their own medications and health
- It increases the risk of error when physicians are quickly entering patient charts to fax prescriptions

To address this situation, the physicians of the Prince Edward Family Health Organization have decided as a group to stop accepting automatic prescription renewals as of **May 1, 2026**. This has been communicated with the pharmacies in the area.

What does this mean for you, the patient?

- For those who are cognitively capable, you are responsible for ensuring you have enough medication
- You will be required to make an appointment to see your doctor before your medication runs out. This includes anticipating up to a few weeks' wait during busy periods.
- Prescriptions without an appointment may be offered on a case-by-case basis, generally if you have been seen recently or in urgent circumstances. Please note however, there will be an associated convenience fee of \$20.00.

We acknowledge this may be a difficult transition, and thus we are giving plenty of notice. We appreciate your cooperation to ensure the change is as smooth as possible.

If you have any questions, we will be happy to discuss them during your appointment. Please avoid voicing frustrations at our office staff, as they are uninvolved in this decision.

Thank you for your understanding
The Prince Edward County Physician Team