



March-April 2026

We hope this email finds you well. Please review below for important clinic updates.

For many years now our clinic has utilized the services of Doctors Services Group (DSG) to help administer our Uninsured Services program within the office as well as to provide additional services to our patients. We are grateful for the partnership that we have enjoyed with the team at Doctors Services.

Recently, DSG has been involved in a series of wider corporate acquisitions and restructuring. This will have several consequences for our clinic:

- **UNINSURED SERVICES:** Effective March 2026, Generations will begin managing our uninsured services in-house (rather than rely on a third party).
 - *WHAT THIS MEANS FOR YOU*
 - **Annual Block Fee Coverage: NO CHANGE** - all patients who are registered for our Annual Block Fee will maintain the same coverage until Aug 31, as per usual. Later this summer, our usual Newsletter & Block Fee Renewal letters will be sent out to all of our patients.
 - **Outstanding Invoices:** Any charges still listed as outstanding on DSG through the end of March 2026 will be ported over to our system. Patients with outstanding charges may be notified the next time you visit our office, and/or might receive an emailed invoice in the near future.
 - **New Invoices:** Invoices for uninsured services provided by your physician (including for prescription refills, forms, etc.) will be issued by GFHC upon the provision of services. These may be paid in the office if incurred during your visit, or at a later date as above.

- **SECURE EMAIL:** Unfortunately, the corporate changes outlined above will also affect DSG Secure Email, the portal we have been using to provide two-way secure email with our patients for many years. DSG Secure (a separate company from Doctors Services Group) will cease operations on April 21, 2026.
 - *WHAT THIS MEANS FOR YOU*
 - **Effective April 21, we will no longer have access to DSG Secure Email.**
 - Going forward, our office will use the [OceanMD Platform](#) in order to securely communicate electronically with our patients. As many of



you already know, we have been using Ocean for outgoing messages in parallel with DSG Secure for several years already.

(For more information on Ocean:

<https://www.oceanmd.com/patients-guide-to-ocean/>)

- **Email Consults initiated by patient:** In order to ensure that patients looking to connect with us electronically can continue to do so, GFHC will now begin using Ocean to receive incoming messages as well, if permitted by your respective doctor.
- *A reminder that email consultations are NOT covered by OHIP.* If you are contacting your doctor and expecting a substantial response or action, you will likely incur a charge (unless covered by the Block Fee) as this will be considered a request for an uninsured service.
- In order to send a message to your physician via Ocean, please visit our [website](#) or access the following [LINK](https://ocean.cognisantmd.com/eRequest/96a0b269-f89b-4ad5-b6c3-08fac88d71dc):
<https://ocean.cognisantmd.com/eRequest/96a0b269-f89b-4ad5-b6c3-08fac88d71dc>

We appreciate that change can be difficult, especially when it comes to tools and services that have been so deeply incorporated into many of our practices for the past several years. We are confident that, despite the evolution of our clinic services, we will still be able to maintain the highest level of care for our patients– but nonetheless ask for your patience as we navigate and adjust to the above changes!

Sincerely,

GFHC