

Dr. Faiza Shahbaz M.Sc, MBBS, CCFP

Family Medicine Physician

Phone: (705)775-1783

Fax: (705)201-1287

Website: www.lansdownemedicalclinic.ca

DR. FAIZA SHAHBAZ

Location:

Lansdowne Medical Clinic
743 Lansdowne St. W
Peterborough ON, K9J 1Z2

Office Hours:

Monday - Thursday 9:00 - 3:00

Friday 9:00 – 1 pm

Biography:

Dr. Faiza Shahbaz has most recently been practicing in Saskatchewan Health Authority as a Family Physician. After completing her residency in General Medicine, she obtained further certification of completion of training in Internal medicine from Dublin, Ireland. In addition to her experience in Family Practice, She obtained her Masters of Science degree (honors) in Health care Ethics and Law from Royal College of Surgeons in Ireland.

Dr. Shahbaz has been actively involved in the undergraduate medical education programme as a Clinical tutor at Trinity College Dublin prior to moving to Canada.

Dr. Shahbaz has completed her certification in Family medicine in Canada and provides comprehensive in office care for people of all ages, from newborn to older adults.

Approach to your Health:

Our clinic believes strongly in preventative care and use evidence-informed practice, depending on your needs. We encourage our patients to explore some of the ‘ Choosing wisely’ patient resources at <http://choosingwiselycanada.org/patient-pamphlets>.

You may find that some approaches to your healthcare may be different than what you have become used to in the past. You are encouraged to keep an open mind and discuss with your physician if you have any questions.

About the office:

Our office is located on Lansdowne Street near High Street, between the Shoppers Drug Mart and Shoppers Home Healthcare. The office is wheelchair accessible, and has accessible examination tables for your comfort. Free parking is available on-site.

Laboratory services are not available on-site. Options include:

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Lifelabs (preferred): Alexander Medical Building (849 Alexander Court), M-F 7am-3pm, except for the third Wednesday of each month when the lab closes at 1 pm. You can book online appointments by going to lifelabs.com and clicking on ‘Book an Appointment’.

Dynacare: Peterborough Clinic Building (26 Hospital Drive), M-F 7am-5pm

Phones:

Our receptionist will be available to take your calls

Monday, Tuesday, Thursday 8:30 – 12:30 and 1:45 – 4:30

Wednesday 8:15 – 12:30

Friday 9:00 – 12:30

Appointment scheduling:

- Patients should call in advance to schedule routine appointments.
- Typical appointment slots are 10- 20 minutes in duration depending on need. Please provide the staff with the reason for your visit to allow appropriate scheduling of your visit. If you believe you will require additional time (preventative care examination, mental health), please inform our receptionist so that adequate time will be allowed.
- Appointments are saved each day for acute illness. Please call the office **early in the morning** if a same-day appointment is required.
- We make every attempt to remain on schedule. We reserve the right to rebook patients who are late for appointments, or whose concerns cannot be appropriately assessed in the time available.
- For emergency situations, such as chest pain, severe shortness of breath, or severe bleeding, **call 911** or go immediately to the Emergency department.

Appointment Cancellation:

- In order to ensure you receive the best medical care and appropriate follow up, it is important that you attend all scheduled appointments. Should you be unable to attend an appointment, please inform us at least 24-hours in advance. Should unexpected circumstances arise, less than 24-hours notice is still appreciated. If no notice is received, you will be charged for the missed appointment.
- If you are calling to cancel an appointment you may leave a message on the voicemail system. Please **do not** leave any other messages or requests on the system since we only check the system twice daily and will not be able to respond to them in a timely manner.

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Patient Responsibilities:

- Please arrive at least 5-10 minutes prior to your scheduled appointment
- Please notify the staff of any changes to your address, telephone number, etc.
- Please bring your health card and your medications (or an updated list) to every appointment. You will not be seen without your health card.
- If you require urgent care, please contact the office to see if you can be fit into the schedule for that day. Dr. Shahbaz will be joining the Greater Peterborough Family Health Team - after she joins, you may also choose to attend one of the team's after hour clinics. This helps keep Dr. Shahbaz better informed of your health, as information from outside walk-in clinics is not forwarded to the office.

Uninsured Services

- Unfortunately, not all health services are covered by OHIP, and will be charged to you directly. A list of these services will be provided to you and available in the office.
- Should you request one of these services, you will be advised of the charge and must agree to it prior to the service being completed. Payment is required at the time the service is completed. Cash and cheques are accepted. The fees assigned are as per the recommendations of the provincial medical association. That said, we realize and will always take into consideration that some patients may not be able to pay for these services. Please do not hesitate to inform us if these charges pose a financial hardship to you. Alternative arrangements can be made.

Prescription refills:

- You may ask for a prescription renewal at any visit. This is the preferred method to obtain medication refills.
- Please call at least 2 weeks prior to running out of medication to book an appointment to monitor your progress on the medication.
- If you are unable to get in to the office and will run out of medications prior to your next visit, please contact your pharmacy directly and have them contact our office with the renewal request. A fee of \$15 will be charged for this 'uninsured service'.

Scent Policy:

- For the comfort and health of our patients, staff and physicians we request your support for our scent aware facility by refraining from the use of scented products and smoking products prior to visiting with us.

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Antibiotics:

Antibiotics will only be prescribed for bacterial illnesses. For example, the common cold is caused by a virus. Antibiotics kill bacteria, not viruses and do not treat colds or most diarrhea.

Narcotics and Benzodiazepines

Dr. Shahbaz has very conservative policies regarding the prescription of narcotics due to the “Opioid crisis” (such as Percocet, Oxycocet, Oxycontin, Dilaudid, Morphine, Tylenol#3 etc). These medications are highly addictive with a high risk of side effects.

Narcotic medications will not be prescribed in most cases, including if you are already on medications or if they have been prescribed by another doctor. However, if you are on it long term, they might need to be tapered off gradually to discontinue safely.

If they are prescribed, you will need to sign a Narcotics contract and participate in regular random drug screening. Any breach in contract would result in these medications being discontinued

Benzodiazepines are another class of medications with a high risk of side effects, addiction potential and abuse. (e.g Ativan, Lorazepam, Clonazepam etc). These medications will also be managed with similar conservative practices and restrictions if prescribed.

If you are suffering from addiction, Please speak to your physician so we can help you.

Past Medical Records

It is often helpful to obtain copies of your past medical records, particularly if you have any significant medical issues. This can be done by completing an authorization form to release your medical information with our receptionist. Your previous physicians may charge a fee for this service that you are responsible to pay.

Forms

If you have a form to be completed, Please notify the receptionist when you book your appointment. Please complete all sections that are to be filled out by the applicant, prior to your appointment. Some forms are simple and may be completed during your appointment, others require more time. Our policy is 30 days for form completion.

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Patient Termination

A patient will be terminated if there is a breakdown of trust or respect in the Physician- patient relationship. We have a zero tolerance policy and if the physician or any staff, feel threatened in any way, the patient will be terminated from the practice.

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Uninsured Services: Costs for uninsured services are based on the 2015 guidelines provided by the Ontario Medical Association. These costs may change annually – you will be informed of any changes prior to provision of these services.

Notes/Forms

Sick note for school, work, or daycare	\$18.00
‘Back to Work’ note	\$18.00
School/Camp Physical Forms	\$26.00
Pre-employment Physical Form (Fitness Club, Nursing Home)	\$35.00
Travel Cancellation Form	\$35.00
Revenue Canada – Federal Disability Tax Credit	\$44.00
Life Insurance Death Certificate	\$44.00
Medical Certificate for Employment Insurance Compassionate Care Benefits	\$50.00
Children’s Aid Society Application for Prospective Foster Parent	\$53.00
Medico-legal reports (dependant on length)	\$35-100
CPP Disability Medical Form	\$85.00
Life/Health Insurance Physician’s Statement	\$134.00
Other non-insured forms	Varied

Missed Appointments

Missed routine appointment	\$30.00
Missed Complete Physical	\$70.00

Procedures/Special Visits

Uninsured Vaccination (administration only, per shot)	\$22.00
TB skin Test (each step)	\$25.00
Travel counselling per patient	\$40.00
Driver’s Medical Examination Form	\$53.00

Copies of Records

Transfer of medical record to other MD, Lawyer, Insurer	\$30 (first 20 pages) \$0.25 per page additional
Faxing/Photocopying of patient records for patient’s own use	

Prescription renewals

By Phone or Fax	\$15.00
During scheduled office visit	Free