

Dr. Kathleen Nichols, BSc, MD, PhD, CCFP

Family Medicine Physician

Phone: (705)775-1783

Fax: (705)201-1287

Website: www.lansdownemedicalclinic.ca

Location:

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

Office Hours:

Monday, Tuesday, Thursday 8:00 – 12:45 and 1:45 - 4:30
Wednesday 7:45-1:00pm
Friday 9:00 – 1 pm

Biography:

Dr. Kathleen Nichols was raised on a dairy farm in Newcastle ON. She completed undergraduate and doctoral degrees at the University of Guelph, followed by medical school at the University of Western Ontario. She came to Peterborough to complete her Family Medicine residency through Queen's University, and decided to stay. Dr. Nichols provides comprehensive in-office care for people of all ages, from newborns to older adults, in-office procedures such as skin biopsies and joint injections, and home visits for people who have difficulty getting to the office.

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:

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

As part of the Greater Peterborough Family Health Organization, Dr. Nichols' patients have access to additional resources including a dietician, social worker, pharmacist, and after hours clinics provided by other members of the team.

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

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Appointment scheduling:

- Patients should call in advance to schedule routine appointments.
- Typical appointment slots are 20 minutes in duration. 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.

*****After Hours Coverage***:**

- After hours clinics are held Monday thru Friday 5-8pm and Saturday 9-3 pm. **The location of the clinic changes.** Our phone messaging system and website will inform you where the clinic is being held and the phone number to call to **book an appointment** for these clinics. You must call the host clinic at 5 pm on weeknights or at 9 am Saturday for an appointment – walk-ins are not accepted.
- 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.

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, or attend one of the team's after hour clinics. This helps keep Dr. Nichols better informed of your health, as information from outside walk-in clinics is not forwarded to the office.

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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.