

PFHT Clinic Policies

The PFHT Clinic cares for people in Peterborough County without a family doctor or nurse practitioner. The clinic also provides care to visitors with a cottage in Peterborough County.

Please take a moment to review our clinic policies to ensure you receive timely and appropriate care.

- Our Clinic is not equipped to handle medical emergencies. Patients with medical emergencies should go to the nearest Emergency Department.
- Please call the clinic to schedule an appointment. If you visit or call the clinic, you will be offered the next available appointment.
- Please cancel your appointment if you are unable to attend so that the appointment can be opened up for someone else.
- If this is your first visit to the clinic, please arrive 30 minutes before your scheduled appointment to complete paperwork.
- If the nurse practitioner cannot address your needs, you may be redirected to another health care provider.
- If you are an out of province resident, you will be asked to sign a waiver for medical legal purposes.
- Unfortunately, out of province residents are not covered by the Ontario government. A fee of \$100 for a regular medical visit must be paid prior to seeing the Nurse Practitioner. Additional charges may apply and will be clearly explained to you. Official receipts will be provided for reimbursement purposes. Payment must be made by credit card or debit as the clinic does not handle cash.
- **We are unable to offer phone or fax repeats on any prescriptions for privacy and confidentiality reasons.** Please schedule an appointment with the nurse practitioner to renew your prescriptions.
- **Narcotics and controlled drugs are not available at this clinic and will not be prescribed.**
- **No money or cash is kept on-site.**