YOUR HEALTH CARE OPTIONS

Non-emergency medical assistance.

First call your family doctor, nurse practitioner or their on-call service to book an appointment. If not available, consider visiting a walk-in clinic or urgent care centre.

Health-related advice from a Registered Nurse 24/7.

Call Telehealth Ontario at 1-866-797-0000.

Ontario Virtual Care Clinic

Ontario virtual care clinic is an option for simple health care concerns addressed virtually Ontario Virtual Care Clinic at <u>seethedoctor.ca</u>

Serious medical injuries and conditions. Call 911 or go to an Emergency Department.

WHEN TO SEE YOUR PRIMARY CARE PROVIDER (FAMILY DOCTOR OR NURSE PRACTITIONER)

Your family doctor is your best option for your ongoing health care.

In a non-emergency, contact your family doctor (or nurse practitioner) to determine if you should be seen in person or virtually.

Stay connected with your primary care provider by signing up for e-mail communication, social media and watch the website for information.

Prepare ahead of time for urgent situations.

- Ask about after hours availability.
- Ask about options when the office is closed (weekends, holidays, vacation).

If you need help to find a family doctor, contact your Home and Community Care Support Services Waterloo Wellington at 519-748-2222

St. Joseph's Healthcare Hamilton Online Urgent Care

For individuals 18 years of age and older with an urgent, non-life threatening medical issue. Information at: <u>www.stjoes.ca/virtual-appointments-with-an-emergency-</u> <u>department-physician</u>

Children's Hospital London Health Sciences Centre Virtual Emergency Clinic

If you're concerned your child may require emergency care and you're not sure about coming into the hospital, a virtual emergency clinic is available. Call 519-685-8735 between 3:00 pm to 7:00 pm. Or, call toll-free 1-844-227-3844. Patients can self-book an appointment at any time at <u>www.urgentcareontario.ca/</u>

WHEN TO GO TO THE EMERGENCY DEPARTMENT If you need immediate help, call 9-1-1.

Emergency Departments provide treatment of severe illnesses and life-threatening injuries 24 hours a day, 365 days a year.

If you need urgent medical attention for serious illness or injury, visit an Emergency Department. A doctor or nurse will assess your condition and decide on a course of treatment. Go to the Emergency Department if you're experiencing a medical emergency.

If your situation is not a medical emergency, you should choose a different health care option.

Important Tips for the Emergency Room

- At the emergency department, the most critical patients are seen first. Plan to wait, if necessary, to get the care you need.
- Take your heath card (if you have one), a complete list of medications, and a phone or contact list.

WALK-IN AND URGENT CARE CLINICS

Check with your family doctor or nurse practitioner to book an appointment before using after hours walk in services. Many family doctors have after hours clinics.

If you cannot wait for an appointment with your doctor or you do not have one, walk-in and urgent care clinics can treat illnesses and injuries that do not require emergency care. Call to make sure clinic hours have not changed. Be aware that patient registration may stop early depending on clinic capacity.

MENTAL HEALTH AND CRISIS SERVICES

For mental health counseling, appointments and information about services, call **Here 24/7** at 1-844-437-4246 or TTY: 877-688-5501. Available 24 hours a day, 7 days a week.

www.wwhealthline.ca

For a list of services and resources in Waterloo, Wellington and throughout Ontario. Find out what's open on holidays, including:

- Walk-in clinics
 Crisis intervention assistance
- Pharmacies
 - Urgent care centres

HOME AND COMMUNITY CARE SUPPORT SERVICES WATERLOO WELLINGTON

Home and community services support people of all ages who require care in their home, at school or in the community. Call 1-888-883-3313 or go to <u>www.healthcareathome.ca/ww</u> for information.

COVID-19 TESTING IN WATERLOO WELLINGTON

Region of Waterloo: <u>COVID-19 Assessment and Testing Centres</u> in Waterloo Region - Region of Waterloo

Wellington Dufferin Guelph: Getting tested for COVID-19 | WDG Public Health

HEALTH CARE OPTIONS IN YOUR COMMUNITY



CAMBRIDGE

EMERGENCY DEPARTMENT

Cambridge Memorial Hospital 700 Coronation Blvd	519-621-2330 wait time: <u>www.cmh.org</u>
WALK-IN & URGENT CARE CLIP Firstline Walk-in Medical Clinic #20B, 600 Hespeler Rd	S19-267-2588
Franklin Walk-in Medical Clinic 1150 Franklin Blvd	519-620-7044
Saginaw Medical Centre 525 Saginaw Pkwy	519-621-2225

PHARMACY WITH EXTENDED HOURS

Shoppers Drug Mart	
499 Hespeler Rd	

FERGUS

EMERGENCY DEPARTMENT

Groves Memorial Hospital 131 Frederick Campbell St 519-843-2010

519-787-2940

519-623-6770

WALK-IN & URGENT CARE CLINICS

Walk-in Medical Clinic (Walmart) 801 St David St N

GUELPH

EMERGENCY DEPARTMENT Guelph General Hospital 115 Delhi St	519-837-6440
WALK-IN & URGENT CARE CLINICS Appletree Telemedicine & Walk-in Clinic #728, 328 Speedvale Ave E	519-722-2370
Arkell Walk-in Medical Clinic 403 Arkell Rd, Unit 4	519-822-7841
Gordon Walk-in Clinic 1499 Gordon St	519-265-6400
Greengate Walk-in Clinic #2, 170 Silvercreek Pkwy N	519-265-8807
Midtown Urgent Care Clinic #104, 175 Chancellors Way	519-837-1198
Silvercreek Walk-in Clinic 105 Silvercreek Pkwy N	519-822-9363
Summerside Medical Clinic (Walmart) 175 Stone Rd W	519-780-8585
PHARMACY WITH EXTENDED HOURS Shoppers Drug Mart 375 Eramosa Rd	519-822-2480
MOUNT FOREST	
EMERGENCY DEPARTMENT Louise Marshall Hospital 630 Dublin St	519-323-2210
PALMERSTON	
EMERGENCY DEPARTMENT Palmerston & District Hospital 500 Whites Rd	519-343-2030

KITCHENER-WATERLOO

EMERGENCY DEPARTMENT

Grand River Hospital 835 King St W, Kitchener St. Mary's General Hospital 911 Queens Blvd, Kitchener	519-742-3611 wait time: <u>www.grhosp.on.ca</u> 519-744-3311 wait time: <u>www.smgh.ca</u>
WALK-IN & URGENT CARE Benton Medical Centre 51 Benton St	2
KW Healthy Living Walk-in 1360 Weber St E	Clinic 519-893-6060
KWWalk-in Clinic (Walmart) 100 The Boardwalk) 519-279-4098
KW Urgent Care Clinics 385 Fairway Rd S & 751 Vict	519-748-2327 / 519-745-2273 oria St S
Laurentian Walk-in Clinic (Z 750 Ottawa St S	ehrs) 519-570-3174
Onyx Urgent Care 580 Lancaster St W	519-896-6699
Spruce Medical Walk-in Clin #105, 318 Spruce St	ic 519-725-1111
Tannery Medical Centre 120-121 Charles St W	519-618-9260
Waterloo Walk-in Clinic #13, 170 University Ave W	519-275-1514
Westmount Place Walk-in C 50 Westmount Rd N	linic 519-954-0111
PHARMACY WITH EXTEND Guardian Pharmacy #4, 1401 River Rd E (Kitchen	519-896-6666
Shoppers Drug Mart 50 Weber St N (Waterloo)	519-880-8083