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.

Ask your family doctor or nurse practitioner about SCOPE: A virtual care team for health providers. Visit ScopeHub.ca

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 mciconnect.ca

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

Pediatric Emergency Care

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: www.stjoes.ca/virtual-appointments-with-an-emergency- department-physician

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 www.urgentcareontario.ca/

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 www.healthcareathome.ca/ww for information.

COVID-19 TESTING IN WATERLOO WELLINGTON

Region of Waterloo: COVID-19 Assessment and Testing Centres 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 519-621-2330
700 Coronation Blvd wait time: www.cmh.org

WALK-IN & URGENT CARE CLINICS

Firstline Walk-in Medical Clinic 519-267-2588
#20B, 600 Hespeler Rd

Franklin Walk-in Medical Clinic 519-620-7044
1150 Franklin Blvd

Saginaw Medical Centre 519-621-2225
525 Saginaw Pkwy

PHARMACY WITH EXTENDED HOURS

Shoppers Drug Mart 519-623-6770
499 Hespeler Rd

FERGUS

EMERGENCY DEPARTMENT

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

WALK-IN & URGENT CARE CLINICS

Walk-in Medical Clinic 519-787-2940
(Walmart) 801 St David St N

GUELPH

EMERGENCY DEPARTMENT

Guelph General Hospital 519-837-6440
115 Delhi St

WALK-IN & URGENT CARE CLINICS

Appletree Telemedicine & Walk-in Clinic #728, 328 Speedvale Ave E 519-722-2370

Arkell Walk-in Medical Clinic 519-822-7841
403 Arkell Rd, Unit 4

Gordon Walk-in Clinic 519-265-6400
1499 Gordon St

Greengate Walk-in Clinic 519-265-8807
#2, 170 Silvercreek Pkwy N

Midtown Urgent Care Clinic 519-837-1198
#104, 175 Chancellors Way

Silvercreek Walk-in Clinic 519-822-9363
105 Silvercreek Pkwy N

Summerside Medical Clinic (Walmart) 519-780-8585
175 Stone Rd W

PHARMACY WITH EXTENDED HOURS

Shoppers Drug Mart 519-822-2480
375 Eramosa Rd

MOUNT FOREST

EMERGENCY DEPARTMENT

Louise Marshall Hospital 519-323-2210
630 Dublin St

PALMERSTON

EMERGENCY DEPARTMENT

Palmerston & District Hospital 519-343-2030
500 Whites Rd

KITCHENER-WATERLOO

EMERGENCY DEPARTMENT

Grand River Hospital 519-742-3611
835 King St W, Kitchener wait time: www.grhosp.on.ca

St. Mary's General Hospital 519-744-3311
911 Queens Blvd, Kitchener wait time: www.smgh.ca

WALK-IN & URGENT CARE CLINICS

Benton Medical 226-240-3041
51 Benton St

KW Healthy Living Walk-in Clinic 519-893-6060
1360 Weber St E

KWWalk-in Clinic (Walmart) 519-279-4098
100 The Boardwalk

KW Urgent Care Clinics 519-748-2327 / 519-745-2273
385 Fairway Rd S & 751 Victoria St S

Laurentian Walk-in Clinic (Zehrs) 519-570-3174
750 Ottawa St S

Onyx Urgent Care 519-896-6699
580 Lancaster St W

Spruce Medical Walk-in Clinic 519-725-1111
#105, 318 Spruce St

Tannery Medical Centre 519-618-9260
120-121 Charles St W

Waterloo Walk-in Clinic 519-275-1514
#13, 170 University Ave W

Westmount Place Walk-in Clinic 519-954-0111
50 Westmount Rd N

PHARMACY WITH EXTENDED HOURS

Guardian Pharmacy 519-896-6666
#4, 1401 River Rd E (Kitchener)

Shoppers Drug Mart 519-880-8083
50 Weber St N (Waterloo)

ADULT & PAEDIATRIC EMERGENCY VIRTUAL CLINIC

Ontario Health

PAEDIATRICS

Connect with a children's emergency department doctor at Children's Hospital, London Health Sciences Centre through secure video chat by calling 1-844-227-3844 or by visiting urgentcareontario.ca. Same-day appointments are available on a first-come, first-serve basis, daily from 3 - 7 p.m.

Our virtual children's urgent care service is available for families with a child with an urgent medical issue that's NOT life threatening. If a child is in medical distress immediately call 911 or go to the nearest Emergency Department.

Parents will be connected with clerical staff who will register patients and send an email invitation to join a Cisco Webex meeting. This invitation will include instructions to download the software and what to expect during their appointment. When the parent joins the meeting, they'll be placed in a private virtual waiting room and then consult with a physician. All appointment costs are covered with an Ontario health card.

ADULTS

Connect with an emergency department doctor through secure video chat by requesting a virtual appointment. By calling 1-844-227-3844 or by visiting urgentcareontario.ca.

Same-day appointments are available on a first-come, first-serve basis, Monday to Fridays from 2 - 6 p.m. Administrative staff respond to booking requests from 12 noon to 8 p.m. daily. Expect to wait an average of one hour for confirmation from the time you submit. Outside of these times, we will not respond to request forms.

Once you have submitted your appointment request for, you will receive an email confirmation, in order to access this service, you will need Ontario health card, computer/phone with video and microphone capabilities, Zoom application, Internet access and email. If you are in severe distress call 911 or go to the nearest Emergency Department.

Hamilton Health Sciences

Children's Hospital
London Health Sciences Centre

St. Joseph's Healthcare Hamilton