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.

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 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

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 health card (if you have one), a complete list of medications, and a phone or contact list.

COVID care
Patients needing COVID care for SEVERE symptoms should continue to seek care at the nearest Emergency Department.
- For PCR COVID testing: https://www.ontario.ca/assessment-centre-locations
- For Antiviral therapies (Paxlovid/Remdesivir) please contact your family doctor or pharmacy.
- For all other Cold, Flu and COVID concerns please contact your family doctor.

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.

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# Health Care Options in Your Community

## Guelph

**Emergency Department**
- Guelph General Hospital
  - 115 Delhi St
  - 519-837-6440

**Walk-in & Urgent Care Clinics**
- Appletree Telemedicine
  - #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
  - 499 Hespeler Rd
  - 519-623-6770

## Fergus

**Emergency Department**
- Groves Memorial Hospital
  - 131 Frederick Campbell St
  - 519-843-2010

**Walk-in & Urgent Care Clinics**
- Walk-in Medical Clinic (Walmart)
  - 801 St David St N
  - 519-787-2940

## 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
  - 519-742-3611
  - Kitchener wait time: [www.grhosp.on.ca](http://www.grhosp.on.ca)
- St. Mary’s General Hospital
  - 911 Queens Blvd
  - 519-744-3311
  - Kitchener wait time: [www.smgh.ca](http://www.smgh.ca)

**Walk-in & Urgent Care Clinics**
- Benton Medical
  - 51 Benton St
  - 519-893-6060
- KW Healthy Living Walk-in Clinic
  - 1360 Weber St E
  - 519-279-4098
- KW Walk-in Clinic (Walmart)
  - 100 The Boardwalk
  - 519-748-2327 / 519-745-2273
- KW Urgent Care Clinics
  - 385 Fairway Rd S & 751 Victoria St S
  - 519-570-3174
- Laurentian Walk-in Clinic (Zehrs)
  - 750 Ottawa St S
  - 519-896-6699
- Onyx Urgent Care
  - 580 Lancaster St W
  - 519-725-1111
- Spruce Medical Walk-in Clinic
  - #105, 318 Spruce St
  - 519-618-9260
- Tannery Medical Centre
  - 120-121 Charles St W
  - 519-954-0111
- Waterloo Walk-in Clinic
  - #13, 170 University Ave W
  - 519-275-1514
- Westmount Place Walk-in Clinic
  - 50 Westmount Rd N
  - 519-954-0111

**Pharmacy with Extended Hours**
- Guardian Pharmacy
  - #4, 1401 River Rd E
  - 519-896-6666
- Shoppers Drug Mart
  - 50 Weber St N
  - 519-880-8083

Updated: March 2023
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.

**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.

**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.