

Learn where you can go for health care in your community.

**You've got health care options nearby.
Get to know them better.**

ontario.ca/healthcareoptions

If you live in Ontario and need health care, you now have more options than ever before. These options are available right in your community and could be as close as a phone call or click away.

Best of all, many of these options are flexible, with varied hours of operation and a range of services that can help with almost any health care need at any time.

Here you will learn about the various health care options available to you and how you can best use them.

It's all about having better access to the right care at the right time.

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Telehealth Ontario

Telehealth Ontario is a free, confidential telephone service where you can get health advice or general health information from a registered nurse.

Through this service, you have round-the-clock access to a qualified health care professional who can help you decide to care for yourself, make an appointment with your doctor, go to a clinic, contact community resources near you, or go to a hospital emergency room.

Telehealth Ontario's phone number is 1-866-797-0000. TTY: 1-866-797-0007.

Tip: If you're a new mom, or an older person, and have trouble getting around, Telehealth can be a great first option so you don't have to leave your home.

Community Health Centre

Community Health Centres are places that provide health care and health promotion programs for individuals, families and communities.

These centres are especially helpful for people who have difficulty accessing primary health care due to language or cultural barriers, physical disabilities, homelessness, poverty, or who live in remote areas.

Tip: If speaking or understanding English presents challenges for you, some Community Health Centres offer translation services to help provide the care you need.

Diabetes Education Program

A Diabetes Education Program gives people living with diabetes access to the tools and skills they need to lead healthier lives. They provide both group and one-on-one counseling services. With access to a team of health care professionals - including diabetes nurse educators and registered dietitians - individuals learn self-management skills and can develop life plans to help minimize their symptoms and delay or prevent the onset of diabetes complications.

Tip: If you or a family member is living with diabetes, contact a local Diabetes Education Program to help you acquire the skills to effectively manage diabetes.

Emergency Room

The Emergency Room (ER) is the hospital department responsible for providing medical and surgical care to patients in need of urgent medical attention—including serious or life-threatening illnesses or injuries.

Tip: You can find length of stay information for emergency rooms near you at: ontario.ca/healthcareoptions

Family Doctor or Nurse Practitioner

Doctors and nurse practitioners are key family health care providers. They focus on family health care: diagnosing and treating diseases, physical disorders and injuries in patients of all ages.

They provide immediate care for non-emergency situations, as well as continuous care to help you lead a healthier life.

Tip: If you don't have a family doctor or nurse practitioner, try our Health Care Connect service by calling 1-800-445-1822 or registering online at ontario.ca/healthcareconnect. Health Care Connect can help you find a family doctor or nurse practitioner in your community.

Family Health Team

A Family Health Team brings together different health care providers to deliver high quality, team-based patient care. Family Health Teams are designed to give doctors support from other health care professionals—such as nurses, nurse practitioners, dietitians and pharmacists—who work together to provide you with a range of health care services.

Family Health Teams provide care for non-emergency situations and continuous care to help you lead a healthier life.

Tip: You can receive a wide range of health services from a Family Health Team, including advice and guidance on living healthier to avoid illness.

Nurse Practitioner-Led Clinic

Nurse practitioners are registered nurses with additional education and experience. They diagnose and treat most diseases, order and interpret diagnostic tests, communicate diagnoses, prescribe medicine and perform specific procedures on patients of all ages.

A Nurse Practitioner-Led Clinic can provide you with ongoing primary health care while helping promote disease prevention and healthy living. You can also find nurse practitioners working throughout the province in Family Health Teams and other types of health care settings.

Tip: If you don't have a family doctor, a nurse practitioner is a great option. You can find one through our Health Care Connect service at 1-800-445-1822 or by registering online at ontario.ca/healthcareconnect

Urgent Care Centre

Urgent Care Centres provide services to patients—without an appointment—who are seeking treatment for non-life threatening conditions during the day, in the evenings and on weekends.

Urgent Care Centres provide immediate care for minor or uncomplicated conditions in less urgent situations, such as eye injuries, stitches, casts, X-rays and lab tests.

Tip: If you're recovering from an illness or injury, some Urgent Care Centres can offer appointments to follow up on your progress.

Walk-In / After Hours Clinic

A walk-in clinic is a place where you can go to be treated for uncomplicated and non-emergency situations. Clinic hours usually extend into the evenings and weekends, and often do not require an appointment.

They provide a range of services similar to those provided in your family doctor's office.

Tip: To save you time and trouble, be sure to call the clinic in advance to confirm their hours and to see if you need an appointment.

Find health care close to you.

For more information or to find out about specific services available in your community, go to ontario.ca/healthcareoptions

Here you'll be able to enter your postal code or address and search the Health Care Options Directory that will show you the health care options available in your community.

Need a family doctor or nurse practitioner?

If you don't have a family doctor or nurse practitioner, we can help. Simply register with Health Care Connect. You'll be assigned a Care Connector who will help you find family health care right in your community.

To register or to learn more, call 1-800-445-1822 or go to **ontario.ca/healthcareconnect**

Tools and Resources

Emergencies: 911

Telehealth Ontario: 1-866-797-0000

Emergency Room and surgical / diagnostic wait time tools: **ontario.ca/healthcareoptions**

Health Care Connect: call 1-800-445-1822 or **ontario.ca/healthcareconnect**

My family doctor / nurse practitioner is:

My nearest walk-in clinic is:

My pharmacist is:

The information in this fact sheet is also available in 26 languages. You'll find them at **ontario.ca/healthcareoptions**, where they can be downloaded and shared with others.

To find information on health care services in your community, including addresses and hours of operation, please visit **ontario.ca/healthcareoptions** or call ServiceOntario at 1-866-330-6206.

You'll be able to search for your health care options based on your street address, postal code, or city.
It's easy. Try it today.