We understand that during the COVID-19 pandemic, you may be hesitant to come to the Emergency Department. If your condition is serious and you cannot wait to see your family doctor, visiting the emergency department is an option for you. However, if your situation is not a medical emergency, there are other more appropriate options available to you.

Non-Urgent care: Contact your family physician or the local urgent care clinics in the area

If your family doctor is unable to assist you, or if you do not have a family doctor, you may choose to go to an urgent care clinic. Some clinics have changed their operating hours, or are offering virtual and telephone visits. Please call the clinic in advance to confirm their availability.

**Kitchener**

- **Benton Medical Centre**
  51 Benton St
  226-240-3014

- **KW Healthy Living Family Practice**
  1360 Weber St E
  519-893-6060

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

- **K-W Walk-In Clinic**
  100 The Boardwalk (Walmart)
  519-279-4098

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

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

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

**Waterloo**

- **Waterloo Walk-in Clinic**
  University Shops Plaza II
  170 University Ave W, Unit 13
  519-725-1514

- **Westmount Place Walk-In Clinic**
  50 Westmount Rd N
  519-954-0111

**Same day virtual assessment with a local ED physician**

- **Phone:** 519-749-2024
- **Hours of Operation:** Monday-Thursday 8:00am-6:00pm

**Requirements to access this option:**
- Valid Ontario Health Card
- Email address
- Stable internet connection
- Computer with a microphone, camera, and speaker; or an Android or Apple smartphone

**Current COVID-19 information from GRH and SMGH**

GRH: [www.grhosp.on.ca/COVID-19](http://www.grhosp.on.ca/COVID-19)


**COVID-19 information and self-assessment:**


**Health advice or information:**

TeleHealth Ontario

Free and confidential. Available 24/7.

Phone: 1-866-797-0000

**Home and Community Care (LHIN services)**

Website: [https://healthcareathome.ca/ww/en/Contact-Us/](https://healthcareathome.ca/ww/en/Contact-Us/)

Phone: 1-888-883-3313

**GRH:** [www.grhosp.on.ca](http://www.grhosp.on.ca)

**SMGH:** [www.smgh.ca](http://www.smgh.ca)

**GRH:** [www.grhosp.on.ca/COVID-19](http://www.grhosp.on.ca/COVID-19)

**SMGH:** [www.smgh.ca/care-services-support/covid-19-updates/](http://www.smgh.ca/care-services-support/covid-19-updates/)

**COVID-19 Self-Assessment Tool:** [https://covid-19.ontario.ca/self-assessment/#q0](https://covid-19.ontario.ca/self-assessment/#q0)


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**SMGH:** [www.smgh.ca](http://www.smgh.ca)