

# Health care options in your community during COVID-19

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.

## Current COVID-19 information from GRH and SMGH

**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 information and self-assessment:



For information about COVID-19 in Waterloo Region: <https://www.regionofwaterloo.ca/en/health-and-wellness/2019-novel-coronavirus.aspx>

COVID-19 Self-Assessment Tool: <https://covid-19.ontario.ca/self-assessment/#q0>

## 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/>  
Phone: 1-888-883-3313

## 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

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

**KW Urgent Care Clinics**  
385 Fairway Rd S  
519-748-2327

751 Victoria St S  
519-745-2273

**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

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

### 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

## New! Same day online/phone visit with an Emergency Doctor



Phone: 519-749-2024

Hours of Operation:  
Monday-Friday  
8:00am-5:30pm

### Requirements to access a telephone assessment:

- Valid Ontario Health Card or UHIP policy #
- Telephone number where you can be reached

### Requirements to access a virtual assessment:

- Valid Ontario Health Card or UHIP policy #
- Email address
- Stable internet connection
- Computer with a microphone, camera, and speaker; or an Android or Apple smartphone