

YOUR HEALTH CARE OPTIONS



WHEN TO GO TO THE EMERGENCY DEPARTMENT

If you need immediate help, call 9-1-1.

If your condition is serious and you cannot wait to see your family doctor, the emergency department is an option for you.

If your situation is not a medical emergency, you should choose a more appropriate health care option.

Important Tips

- At the emergency department, the most critical patients are seen first. Plan to wait, if necessary, to get the care you need.
- Go to the emergency department with a family member or friend who can support you.
- Take your health card, a complete list of medications, and a phone or contact list.

OTHER OPTIONS

Walk-in & Urgent Care Clinics

If you cannot wait for an appointment with your family doctor (or you do not have one), walk-in and urgent care clinics can treat illnesses and injuries that do not require emergency care. Please call to make sure clinic hours have not changed. Also, please be aware that patient registration may stop early depending on clinic capacity.

Mental Health & Crisis Services

For mental health counseling, appointments and information about services call:

Here 24/7: 844-437-3247

TTY: 877-688-5501

Available 24 hours a day, 7 days a week.

Telehealth Ontario: 866-797-0000

For confidential advice from a registered nurse.
Available 24 hours a day, 7 days a week.

www.wwhealthline.ca

For a comprehensive list of services and resources (including holidays hours) in Waterloo, Wellington and throughout Ontario.

Ontario 2-1-1

For connections to community and social services. Available in over 150 languages; 24 hours a day, 7 days a week.

Health Care Options

Find a health care service in Ontario at:
www.ontario.ca/locations/health/

WHEN TO SEE YOUR FAMILY DOCTOR

Your family doctor is your best option for your ongoing health care.

In a non-emergency, always contact your family doctor (or nurse practitioner).

Prepare ahead of time for urgent situations.

- Ask your doctor's office about after-hours availability.
- Find out your options when your doctor's office is closed (weekends, holidays, vacation).

If you need help to find a family doctor, contact your Local Health Integration Network. In Waterloo Wellington at **519-748-2222**

My Family Doctor: _____

Phone: _____

Regular Hours: _____

After Hours: _____

Holiday Hours: _____

HEALTH CARE OPTIONS IN YOUR COMMUNITY



CAMBRIDGE

EMERGENCY DEPARTMENT

Cambridge Memorial Hospital 519-621-2330
700 Coronation Blvd
CMH wait time available at: www.cmh.org

WALK-IN & URGENT CARE CLINICS

Delta Walk-in Clinic 519-624-4004
614 Coronation Blvd
Firstline Walk-in Medical Clinic 519-267-2588
#20B, 600 Hespeler Rd
Franklin Walk-in Medical Clinic 519-620-7044
1150 Franklin Blvd

PHARMACY WITH EXTENDED HOURS

Shoppers Drug Mart 519-623-6770
499 Hespeler Rd

FERGUS

EMERGENCY DEPARTMENT

Groves Memorial Hospital 519-843-2010
235 Union St E

WALK-IN & URGENT CARE CLINICS

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

GUELPH

EMERGENCY DEPARTMENT

Guelph General Hospital 115 Delhi St 519-837-6440

WALK-IN & URGENT CARE CLINICS

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
#103, 105 Silvercreek Pkwy N
Summerside Medical Clinic (Walmart) 519-780-8585
175 Stone Rd W

PHARMACIES WITH EXTENDED HOURS

Shoppers Drug Mart 519-822-2480
375 Eramosa Rd
Woodlawn Pharmacy 519-763-7373
472 Woodlawn Rd E

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 DEPARTMENTS

Grand River Hospital 519-742-3611
835 King St W, Kitchener
GRH wait time available at: www.grhosp.on.ca
St. Mary's General Hospital 519-744-3311
911 Queens Blvd, Kitchener
SMGH wait time available at: www.smgh.ca

WALK-IN & URGENT CARE CLINICS

Benton Medical Centre 226-240-3041
51 Benton St
KW Healthy Living Walk-in Clinic 519-893-6060
1360 Weber St E
K-W Walk-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 519-725-1514
#13, 170 University Ave W
Westmount Place Walk-in Clinic 519-954-0111
50 Westmount Rd N

PHARMACIES WITH EXTENDED HOURS

Guardian Pharmacy 519-896-6666
#4B, 1401 River Rd E (Kitchener)
Shoppers Drug Mart 519-880-8083
50 Weber St N (Waterloo)