

# 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.

## 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 [seethedoctor.ca](http://seethedoctor.ca)

## Serious medical injuries and conditions.

Call 911 or go to an Emergency Department.

## 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

## 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](http://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/](http://www.urgentcareontario.ca/)

## 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.

## 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](http://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](http://www.healthcareathome.ca/ww) for information.

## COVID-19 TESTING IN WATERLOO WELLINGTON

Region of Waterloo: [COVID-19 Assessment and Testing Centres in Waterloo Region - Region of Waterloo](#)

Wellington Dufferin Guelph: [Getting tested for COVID-19 | WDG Public Health](#)

# HEALTH CARE OPTIONS IN YOUR COMMUNITY



## CAMBRIDGE

### EMERGENCY DEPARTMENT

Cambridge Memorial Hospital 519-621-2330  
700 Coronation Blvd wait time: [www.cmh.org](http://www.cmh.org)

### WALK-IN & URGENT CARE CLINICS

Firstline Walk-in Medical Clinic 519-267-2588  
#20B, 600 Hespeler Rd  
Franklin Walk-in Medical Clinic 519-620-7044  
1150 Franklin Blvd  
Saginaw Medical Centre 519-621-2225  
525 Saginaw Pkwy

### PHARMACY WITH EXTENDED HOURS

Shoppers Drug Mart 519-623-6770  
499 Hespeler Rd

## FERGUS

### EMERGENCY DEPARTMENT

Groves Memorial Hospital 519-843-2010  
131 Frederick Campbell St

### WALK-IN & URGENT CARE CLINICS

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

## GUELPH

### EMERGENCY DEPARTMENT

Guelph General Hospital 519-837-6440  
115 Delhi St

### WALK-IN & URGENT CARE CLINICS

Appletree Telemedicine & Walk-in Clinic #728, 328 Speedvale Ave E 519-722-2370  
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  
105 Silvercreek Pkwy N  
Summerside Medical Clinic (Walmart) 519-780-8585  
175 Stone Rd W

### PHARMACY WITH EXTENDED HOURS

Shoppers Drug Mart 519-822-2480  
375 Eramosa Rd

## 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 DEPARTMENT

Grand River Hospital 519-742-3611  
835 King St W, Kitchener wait time: [www.grhosp.on.ca](http://www.grhosp.on.ca)  
St. Mary's General Hospital 519-744-3311  
911 Queens Blvd, Kitchener wait time: [www.smgh.ca](http://www.smgh.ca)

### WALK-IN & URGENT CARE CLINICS

Benton Medical 226-240-3041  
51 Benton St  
KW Healthy Living Walk-in Clinic 519-893-6060  
1360 Weber St E  
KWWalk-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 519-275-1514  
#13, 170 University Ave W  
Westmount Place Walk-in Clinic 519-954-0111  
50 Westmount Rd N  
**PHARMACY WITH EXTENDED HOURS**  
Guardian Pharmacy 519-896-6666  
#4, 1401 River Rd E (Kitchener)  
Shoppers Drug Mart 519-880-8083  
50 Weber St N (Waterloo)

# ADULT & PAEDIATRIC EMERGENCY VIRTUAL CLINIC



## 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](https://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.

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.

## 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](https://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.

