

# Health Services for People Without a Family Doctor or Nurse Practitioner

IF YOU ARE EXPERIENCING A HEALTH EMERGENCY, CALL 911



Register with **Health Care Connect**, which refers people without a family health care provider to those accepting new patients in their community.  
Call 1-800-445-1822 or [register online](#).

## VIRTUAL CARE OPTIONS

A virtual urgent care appointment may be right for you if you or a loved one have a medical issue that is NOT life threatening but requires urgent medical attention.  
There is no cost accessing virtual primary care services with a valid OHIP card.

### Health811

Receive advice from a nurse, ask questions about symptoms, find local services and get health information.

[Health811.ontario.ca](https://www.health811.ontario.ca)

811 (TTY 1-866-797-0007)

Available 24/7

### Urgent Care Ontario

Connect virtually (video) with a doctor/nurse practitioner if you need access to timely care.

[www.urgentcareontario.ca](https://www.urgentcareontario.ca)

Adult appts: Mon - Fri 1pm - 9pm

Sat & Sun 8am - 4pm

Children: Mon - Fri 1pm - 5pm

### TelemedMD+

[www.telmedmd.ca](https://www.telmedmd.ca)

1-888-350-2323

Mon - Fri 8:30am - 4:30pm

### Tia Health

[www.tiahealth.com](https://www.tiahealth.com)

1-844-322-8806

Every day 6am - 11pm

## PHARMACIST PRESCRIBING

Many local pharmacies have pharmacists who can be consulted to provide treatments for minor ailments. Check with your local pharmacy about what they offer.

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## WALK IN/URGENT CARE CLINICS

### Tillsonburg Medical Centre Urgent Care Clinic

200 Broadway at the Tillsonburg Town Centre Mall

Saturdays from 8:30am - 12pm

May not be open every Saturday

### Delhi Community Health Centre Walk-In Clinic

105 Main St , Delhi  
226-549-4004 ext. 236

Thurs 5pm - 8pm  
(registration until 7:30pm)  
Sat 9am - 1pm  
(registration until 12:30pm)

Registration time may be shortened due to demand. Patients with or without a Primary Care Provider accepted.

### East Elgin FHT - Nurse Practitioner Community Outreach Clinic

9254 Plank Road,  
Straffordville Medical Clinic

Appointment Required  
Call 519-773-3715

Mon, Wed & Thurs 9am - 4pm

Only open to people who live in Aylmer, Malahide or Bayham and who do not have a Primary Care Provider.

More on the following page

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## WALK IN/URGENT CARE CLINICS

### St Thomas Walk-In Clinic

230 First Ave, Suite 105, St Thomas  
519-633-9627  
Mon - Fri 6pm - 9pm, Sat & Sun 9am - 3pm

### Northwood Medical Centre Walk-In

35 Springbank Ave, Woodstock  
519-537-6147  
Tues 5pm - 8pm, Wed 1pm - 4:30pm, Fri 9am - 12pm

### Jack Nathan Health Walk-In Clinic

499 Norwich Ave, Woodstock  
(Inside Walmart)

519-286-2887  
Mon - Fri 9am-5pm

The clinic's walk-in hours can change.  
Please call ahead to make sure walk-in services are available.

\*Please note, other services at this site may be private

### Trusty Care Clinic

925 Dundas Street, Woodstock

519-537-2992  
Mon - Fri 9:30am-5pm  
Sat 9:30am-3pm

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## CANCER SCREENING

### Mammogram

Individuals 40-74 years old can self refer to Ontario Breast Screening programs (OBSP)

Tillsonburg Hospital: 519-842-6335  
Woodstock Hospital 519-539- 7838

### Cervical Screening

Individuals 25-70 years old can book an appointment at Southwestern Public Health

Call 1-800-922-0096 or [book online](#).

### Colorectal Screening

Individuals 50-74 years old can call 811 (TTY 1-866- 797- 007) to have a fecal immunochemical test mailed to them

## RESOURCES FOR CHILDREN

### First Five

A program for children aged 0-5 years old who do not have current access to primary care.

To register, call 519-539-1111 or visit [www.oxchc.ca](http://www.oxchc.ca)  
Clinics held in Ingersoll, Tillsonburg, and Woodstock.

The program is here to assist families and their children with:

- The regular schedule of Well Baby Checks
- Maintaining their child's vaccination schedule
- Developmental screening for physical and mental health
- Resource navigation
- Dietary support

They do NOT provide acute care to acute illnesses (i.e ear infections, coughs, colds, vomiting etc.), care for children 6 years or older, or pregnancy care

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## PRENATAL CARE

### Norfolk Roots Midwives

Web: [norfolkrootsmidwives.ca](http://norfolkrootsmidwives.ca)  
100 Colborne St. N, Suite F,  
Simcoe Ontario

519-428-1414  
Self referral

### Southwestern Public Health

Free online prenatal classes

Web:  
[www.swpublichealth.ca/en/classes-clinics-and-services/online-prenatal-classes.aspx](http://www.swpublichealth.ca/en/classes-clinics-and-services/online-prenatal-classes.aspx)

### Thames Valley Midwives

519-433-5855

Web: <https://tvm.on.ca/>  
Woodstock Satellite Clinic: 79 Montclair Dr. Woodstock (at the Inside U Health Centre)  
Tues, Wed, Thurs

Aylmer Satellite Clinic: 424 Talbot St. West, Aylmer (East Elgin Family Health Centre)  
Tues only

## DIABETES EDUCATION

### Diabetes Education Program

Alexandra Hospital Ingersoll  
Services provided in Ingersoll and  
Tillsonburg  
Self referral

Call: 519-485-1700 Ext. 8455

### Diabetes Education Program

Woodstock Hospital  
Mon - Fri 8am - 5:30pm  
Self referral

Call: 519-421-4233 ext 2126

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## MENTAL HEALTH AND ADDICTIONS SUPPORT

### Suicide Crisis Helpline

A safe space to talk 24/7

Dial 988

[www.988.ca](http://www.988.ca)

### Reach Out 24/7

A free, 24/7, confidential mental health and addictions support and services line

1-866-933-2023

[reachout247.ca](http://reachout247.ca)

### RAAM Oxford- Rapid Access Addiction Medicine Clinic

RAAM Oxford is a walk-in clinic for people aged 18+ who are struggling with alcohol or opioid use.

[Oxford County RAAM – Oxford County Rapid Access Addiction Medications \(oxfordraam.ca\)](http://oxfordraam.ca)

### RAAM DROP IN HOURS

No appointment needed. Call or drop in.

Mondays 9am-11am

Tuesdays 1pm- 3pm

Closed on Statutory Holidays

Oxford Community Health Centre

35 Metcalf Street

Woodstock, ON

Phone: 519-539-1111

Toll Free: 1-877-522-1112

More on the following page

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## MENTAL HEALTH AND ADDICTIONS SUPPORT

### Oxford County “Talk-In” Counselling

Provides local residents immediate access to counselling services, with clinics available in Tillsonburg, Ingersoll, and Woodstock, in safe and accessible community spaces.

### ALL TALK-IN SESSIONS ARE BY APPOINTMENT ONLY.

Contact requested site in advance to pre-book appointment. Same day calls are welcome but not guaranteed.

#### TILLSONBURG

Mondays from 12pm - 7pm (All ages)  
Canadian Mental Health Association  
41 Broadway Street  
1-800-859-7248

#### INGERSOLL

Tuesdays from 3pm - 6pm (All ages)  
Canadian Mental Health Association  
Location: Ingersoll Nurse Practitioner-Led  
Clinic, 19 King Street East  
1-800-859-7248 ext. 7210

#### WOODSTOCK

Thursdays from 12pm - 6pm (All ages)  
Woodstock Hospital (Athlone Entrance)  
310 Juliana Drive  
519-421-4223 ext. 3224.  
Valid Health Card Required

#### WOODSTOCK

Saturdays from 10am - 3pm (All ages)  
Canadian Mental Health Association  
522 Peel Street  
1-800-859-7248 ext. 7210

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## MENTAL HEALTH AND ADDICTIONS SUPPORT

### Ontario Structured Psychotherapy (West Region)

Individuals who are over 18 years of age with depression, anxiety, or related symptoms (such as specific fears, obsessive compulsive concerns, or post-traumatic stress) may be eligible for free Cognitive Behavioural Therapy, in-person or online.

Refer yourself or ask a health care provider to refer you to this non-emergency service.

Phone Toll free: 1-833-944-9966

Website: [www.OSPWest.ca](http://www.OSPWest.ca)

## ALLERGY AND OTHER INJECTIONS

### Delhi Community Health Centre Walk-in Clinic

This clinic offers this service during their walk-in clinic hours. Please note, for allergy injections, individuals must receive their first dose at their Allergist's office and they must have the packaging or written dosage information from the pharmacy or doctor.

105 Main St. Delhi  
226-549-4004 ext. 236

Thursday 5pm-8pm( Registration until 7:30pm)  
Saturday 9am- 1pm ( Registration until 12:30pm)

More on the following page



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## OTHER CARE OPTIONS

### Community Support Services

For those ages 55+ or 18+ with disabilities, CSS Central Intake can connect you to services such as:

- Dementia and Brain Injury Support
- Exercise Programs
- Foot Care
- Homemaking Supports
- Meals on Wheels
- Transportation

Mon - Fri 8:30am-4:30pm

No referral is needed. Fees for some services may apply. Call 1-888-866-7518 or email [oxford.intake@von.ca](mailto:oxford.intake@von.ca) for more information.

### Thames Valley Family Health Team Group Programs

The Thames Valley FHT offers the following virtual programs to the general public:

- Best Weight - practical strategies for nutrition, activity, and health behaviours
- Dream On: Cognitive Behavioural Therapy for Insomnia
- Heart Health - reducing your risk of cardiovascular disease
- Leave the Pack Behind - Tools to Quit Smoking
- Prenatal Information Group
- Steady & Strong: A Falls Prevention Group
- Sweet Talk: Managing Your Blood Sugars

To learn more [visit thamesvalleyfht.ca](https://thamesvalleyfht.ca).

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## OTHER CARE OPTIONS

### Ingersoll Nurse Practitioner-Led Clinic

The Ingersoll Nurse Practitioner-Led Clinic offers the following programs to anyone living in Oxford County.

Walk this Way Walking Group

50+ Senior's Easy Exercises and Stretches Program

Diabetes conversation

Craving Change

South West Self Management Program

Weight management and healthy living support group

To learn more, visit <https://www.ingersollnplc.ca/>

### Southwestern Public Health

Southwestern Public Health offers immunization clinics for infants, children and adults. Please note, they do not provide travel vaccines.

To book an appointment:

Call 1-800-922-0096

Book online [Southwestern Public Health - Vaccination Clinics \(office365.com\)](https://office365.com)

More on the following page

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## OTHER CARE OPTIONS

### Norfolk Family Health Team

The Norfolk Family Health Team offers community programs to anyone that lives in the surrounding area without a primary care provider.

Programs include:

- Chronic Non-Cancer Pain Management Program
- Foot Care Program
- Norfolk Prenatal and Newborn Health Program
- Registered Dietitian Services
- Sexual Health Clinic
- Talk-In Clinic (18+)
- Groups and Workshops
- And More

Call or visit their website for more information and availability.

Phone: 519 582-2323 (press 2 for Programs List)

Website: [norfolkfht.ca](http://norfolkfht.ca)

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## TRANSPORTATION

The community transportation resource provides a list of accessible and non-accessible transportation services in Oxford County.

There are two easy ways to view the Oxford OHT Community Transportation Resource:

- **Visit:** <https://oxfordoht.ca/community-member-resources/>
- **Scan** the QR Code with your phone

SCAN ME



This document will be updated as necessary.

Please direct individuals to the Oxford Ontario Health Team website at <https://oxfordoht.ca/primary-care-resources-without-a-family-doctor-or-nurse-practitioner/> to view the most up-to-date version of this resource.

Please contact [info@oxfordoht.ca](mailto:info@oxfordoht.ca) if you require assistance with this document.

## STAY CONNECTED



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[www.oxfordoht.ca](https://www.oxfordoht.ca)



[info@oxfordoht.ca](mailto:info@oxfordoht.ca)

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#OHTs #OntarioHealthTeam

