

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

IF YOU ARE EXPERIENCING A HEALTH EMERGENCY, CALL 911



## HEALTH CARE CONNECT

### Register with Health Care Connect

**Step 1:** Get on the wait list. Register with Health Care Connect where a care connector will refer people without a family health care provider to those accepting new patients in the community

### How to Register with Health Care Connect

#### Option 1: Register Online

**Visit:** <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>

- Click "Register with Health Care Connect"
- Follow the instructions to complete the online registration form
- Submit your application

#### Option 2: Register by Phone

- **Call:** 1-800-445-1822 (available Monday to Friday, 9 a.m. – 5 p.m.)
- A representative will help you complete the registration over the phone

### What You'll Need to Register:

- Your Ontario Health Card
- Your contact information (phone number, address, email)
- Information about your current health needs or preferences

Once you're registered, Health Care Connect will keep you on the waitlist and contact you when a match becomes available in your area.

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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)

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.

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



## 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

Fri 10am - 2pm

Sat 9am - 1pm

Sun 9am - 1pm

(registration until 30 minutes before  
close)

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.

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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

### Trusty Care Clinic

925 Dundas Street, Woodstock

519-537-2992

Mon - Fri 9:30am-5pm

Sat 9:30am-3pm

More on the following page

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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

Pregnancy and baby supports, and free  
online prenatal classes

[Visit their website](#) for more  
information.

### 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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## 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 25-69 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  
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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## 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

### Woodstock Hospital: “Talk-In” Counselling

Provides local residents immediate access to counselling services, available in safe and accessible community space.

#### **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.

Thursdays from 12pm - 6pm (All ages)

Woodstock Hospital (Athlone Entrance) 310 Juliana Drive

519-421-4223 ext. 3224.

Valid Health Card Required

### Canadian Mental Health Association Thames Valley: “Talk-In” Counselling

Friendly, qualified counsellors can help you find ways to improve your wellness and create positive solutions to life's changes.

**Cost:** Free

**Location:** In-Person or Virtual Appointments are available

No referral needed

#### **Book an Appointment**

Call 1-855-855-2642 ext. 7210 for Oxford

ext. 2223 for London

More on the following page



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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  
Friday 10am - 2pm  
Saturday 9am - 1pm  
Sunday 9am - 1pm

Registration open until 30 minutes before close.

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

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](http://visit.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)

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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: <https://norfolkfht.ca/>**

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## CAREGIVER SUPPRT

### Ontario Caregiver Organization

The Ontario Caregiver Helpline is a one-stop resource for information about the programs and resources that can support you in your caregiving role.

Use the helpline to find:

- Home and community care options
- Local support groups
- Specialized programs for those you care for
- Much more

## 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:

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

SCAN ME



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



This document will be updated as needed.

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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 [@oxford\\_oht](https://twitter.com/oxford_oht)

 [linkedin.com/company/oxford-oht](https://www.linkedin.com/company/oxford-oht)

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

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



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#OHTs #OntarioHealthTeam

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