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 yourself and/or your whole family for Health Care Connect and a care connector will search for a Doctor or Nurse Practitioner who is accepting new patients in your community.

How to Register with Health Care Connect

Option 1: Register Online

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

1. **Click "Register with Health Care Connect"**
2. Follow the instructions to complete the online registration form
3. Submit your application

Option 2: Register by Phone

1. **Call:** 1-800-445-1822 (available Monday to Friday, 9 a.m. – 5 p.m.)
2. 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
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
Adult appts: Mon - Fri 10am- 6pm
Sat & Sun 8am - 4pm
Child/Youth appts: Daily 1pm - 9pm

TelemedMD+

www.telemedmd.ca
1-888-350-2323
Mon - Fri 9am - 5pm

Tia Health

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.

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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

Northwood Medical Centre Walk-In

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

Delhi Community Health Centre Walk-In Clinic

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

Thurs 4pm - 7pm
Fri 10am - 2pm
Sat 9am - 1pm

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 5:30pm - 8:30pm, Sat 8:30am - 2:30pm, Sun 8:30am - 11:30 am

Trusty Care Clinic

925 Dundas Street, Woodstock

519-537-2992
Mon & Tue, Thu & Fri 9:30am - 5pm
Wed 9:30am - 4pm
Sat 9:30am - 3pm

DIABETES EDUCATION

Diabetes Education Program

Alexandra Hospital Ingersoll
Services provided in Ingersoll and Tillsonburg
Self referral

Call: 519-485-9615

Diabetes Education Program

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

Call: 519-421-4233 ext 2126

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PRENATAL CARE

Norfolk Roots Midwives

Web: 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

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

SEXUAL HEALTH SERVICES

Southwestern Public Health
Offers confidential sexual health services including Sexually Transmitted Infections (STI) testing, birth control, Pap tests, pregnancy support, vaccinations, and IUD services. Free at-home STI testing is also available through Getakit.ca

Woodstock Clinic
410 Buller St., Woodstock
1-800-922-0096 ext. 3490
Or Book Online-Woodstock Clinic

St. Thomas Clinic
1230 Talbot St., St. Thomas
519-631-9900 ext. 1278
Or Book Online-St. Thomas Clinic

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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 45-74 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

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

1-866-933-2023
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)

RAAM DROP IN HOURS
No appointment needed. Call or drop in.

Mondays 9am-11am & 1pm-3pm
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

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

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 4pm - 7pm
Friday 10am - 2pm
Saturday 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

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 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.

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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)

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

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CAREGIVER SUPPORT

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

Website: https://ontariocaregiver.ca/help/helpline/

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



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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 if you require assistance with this document.

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www.oxfordoht.ca

info@oxfordoht.ca

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#OHTs #OntarioHealthTeam

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