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

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

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/

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
For a list of services and resources in Waterloo, Wellington and throughout Ontario. Find out what’s open on holidays, including:
- Walk-in clinics
- Pharmacies
- Crisis intervention assistance
- 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 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  
700 Coronation Blvd  
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  
#20B, 600 Hespeler Rd  
519-267-2588

Franklin Walk-in Medical Clinic  
1150 Franklin Blvd  
519-620-7044

Saginaw Medical Centre  
525 Saginaw Pkwy  
519-621-2225

**PHARMACY WITH EXTENDED HOURS**  
Shoppers Drug Mart  
499 Hespeler Rd  
519-623-6770

### FERGUS

**EMERGENCY DEPARTMENT**  
Groves Memorial Hospital  
131 Frederick Campbell St  
519-843-2030

**WALK-IN & URGENT CARE CLINICS**  
Walk-in Medical Clinic (Walmart)  
801 St David St N  
519-787-2940

### GUELPH

**EMERGENCY DEPARTMENT**  
Guelph General Hospital  
115 Delhi St  
519-837-6440

**WALK-IN & URGENT CARE CLINICS**  
Appletree Telemedicine & Walk-in Clinic  
#728, 328 Speedvale Ave E  
519-722-2370

Arkell Walk-in Medical Clinic  
403 Arkell Rd, Unit 4  
519-822-7841

Gordon Walk-in Clinic  
1499 Gordon St  
519-265-6400

Greengate Walk-in Clinic  
#2, 170 Silvercreek Pkwy N  
519-265-8807

Midtown Urgent Care Clinic  
#104, 175 Chancellors Way  
519-837-1198

Silvercreek Walk-in Clinic  
105 Silvercreek Pkwy N  
519-822-9363

Summerside Medical Clinic (Walmart)  
175 Stone Rd W  
519-780-8585

**PHARMACY WITH EXTENDED HOURS**  
Shoppers Drug Mart  
375 Eramosa Rd  
519-822-2480

### KITCHENER-WATERLOO

**EMERGENCY DEPARTMENT**  
Grand River Hospital  
835 King St W, Kitchener  
519-742-3611  
*wait time: [www.grhosp.on.ca](http://www.grhosp.on.ca)*

St. Mary’s General Hospital  
911 Queens Blvd, Kitchener  
519-744-3311  
*wait time: [www.smgh.ca](http://www.smgh.ca)*

**WALK-IN & URGENT CARE CLINICS**  
Benton Medical Centre  
51 Benton St  
226-240-3041

KW Healthy Living Walk-in Clinic  
1360 Weber St E  
519-893-6060

KW Walk-in Clinic (Walmart)  
100 The Boardwalk  
519-279-4098

KW Urgent Care Clinic  
385 Fairway Rd S & 751 Victoria St S  
519-748-2327 / 519-745-2273

Laurentian Walk-in Clinic (Zehrs)  
750 Ottawa St S  
519-570-3174

Onyx Urgent Care  
580 Lancaster St W  
519-896-6699

Spruce Medical Walk-in Clinic  
#105, 318 Spruce St  
519-725-1111

Tannery Medical Centre  
120-121 Charles St W  
519-618-9260

Waterloo Walk-in Clinic  
#13, 170 University Ave W  
519-275-1514

Westmount Place Walk-in Clinic  
50 Westmount Rd N  
519-954-0111

**PHARMACY WITH EXTENDED HOURS**  
Guardian Pharmacy  
#4, 1401 River Rd E (Kitchener)  
519-896-6666

Shoppers Drug Mart  
50 Weber St N (Waterloo)  
519-880-8083