

Know Your Care Options



Your Healthcare 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 Health811 at 8-1-1.

▶ Ontario Virtual Urgent Care:

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. Appointments can be booked at [UrgentCareOntario.ca](https://www.urgentcareontario.ca).

▶ Serious medical injuries and conditions.

Call 9-1-1 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

Walk-In and Urgent Care Clinics

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.

You have other options as well.

- Ask your family doctor or nurse practitioner about SCOPE: A virtual care team for health providers. Visit www.scopehub.ca
- If you do not have a family doctor or primary care provider: Get health-related advice from a Registered Nurse 24/7: Call Health811 at 8-1-1 or TTY line 1-866-797-0007
- Student health clinics: If you are a student in Waterloo and Wellington Regions, learn about the health clinics on campus.
- Ontario Virtual Urgent Care: Online urgent care service is available for adults with an urgent medical issue that is not life threatening. By making an appointment, you can access urgent medical care without having to come to the hospital. Visit [UrgentCareOntario.ca](https://www.urgentcareontario.ca) to learn more.
- Serious medical injuries and conditions: Call 9-1-1 or go to an emergency department.

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.

Find Care Options Near You

For a full list of care options, including walk-in and urgent care clinics, visit www.knowyourcareoptions.ca



THIS RESOURCE IS SUPPORTED BY:

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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 department

- 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.

If you need emergency care, call 9-1-1.

Your Waterloo-Wellington hospital emergency departments are listed below with a link to the current emergency department wait times.

Kitchener

Grand River Hospital:

519-749-4300

835 King St. W, Kitchener

Current wait times:

www.grhosp.on.ca/care/services-departments/emergency/current-emergency-wait



St. Mary's General Hospital:

519-744-3311

911 Queens Blvd, Kitchener

Current wait times:

www.smgh.ca/patients-visitors/emergency-department-wait-times



Cambridge

Cambridge Memorial Hospital:

519-621-2330

700 Coronation Blvd, Cambridge

Current wait times:

www.cmh.org/programs-services/emergency-services/emergency-wait-time



Guelph

Guelph General Hospital:

519-837-6440

115 Delhi St, Guelph



Mount Forest

Louise Marshall Hospital:

519-323-2210

630 Dublin St, Mount Forest



Palmerston

Palmerston & District Hospital:

519-343-2030

500 Whites Rd, Palmerston



Fergus

Groves Memorial Hospital:

519-843-2010

131 Frederick Campbell St, Fergus

