

# 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](http://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](http://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](http://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](http://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](http://www.knowyourcareoptions.ca)



THIS RESOURCE IS SUPPORTED BY:





## 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](http://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](http://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](http://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





For more information about COVID-19, flu and RSV, visit the **Wellington Dufferin Guelph Public Health website** at: <https://wdgpublichealth.ca/fall-covid-flu-and-rsv-vaccines>

### Contact Primary Care

Providers in Guelph Wellington are working together to support your health needs this cold and flu season and over the holidays. Primary care providers offer daytime appointments and after-hours clinics to support essential and urgent care needs.

**If you have health concerns, please don't ignore them. If you have a primary care provider, see the information below regarding available services:**

### If you are a patient of:

### Check here for details about how to access care:

#### Minto Mapleton Family Health Team

**Website:** [click here](#)  
**Phone:** (519) 638-2110  
**List of Offices:** [click here](#)

#### Mount Forest Family Health Team

**Website:** [click here](#)  
**Phone:** (519) 323-0255  
**Facebook:** [click here](#)

#### Upper Grand Family Health Team

**Website:** [click here](#)  
**List of Offices:** [click here](#)  
**Phone:** (519) 843-3947

#### East Wellington Family Health Team

**Website:** [click here](#)  
**Erin Clinic Phone:** (519) 833-9396  
**Rockwood Clinic Phone:** (519) 856-4611

#### Guelph Family Health Team

Call your Doctor's office or check [www.guelphfht.com/after-hours-clinic/](http://www.guelphfht.com/after-hours-clinic/) for info on the after-hours clinic associated with your Doctor or Nurse Practitioner

#### Guelph Community Health Centre

Call our office (519-821-6638, OPTION #1) or check <https://guelphchc.ca/covid-19/> for information about hours of operation, after-hours clinics, and for flu, respiratory illness and COVID information.

### Pharmacy with extended hours:

Shoppers Drug Mart  
 375 Eramosa Road 519-822-2480

Many symptoms can be controlled with over-the-counter medications. Your pharmacist can now offer prescriptions for:

- Acne
- Acid reflux
- Canker sores
- Cold sores
- Dermatitis
- Diaper Rash
- Hay fever
- Hemorrhoids
- Impetigo
- Insect bites and hives
- Menstrual cramps
- Nausea and vomiting in pregnancy
- Oral thrush
- Parasitic Worms
- Pink eye
- Sprains and strains
- Tick bites
- Urinary tract infections
- Yeast infections

### After-Hours Clinics:

**Fergus Walmart:** 801 St David St N, Fergus (519) 787-2940

**Summerside Medical Clinic (Walmart):** 175 Stone Road West, Guelph (519)780- 8585

**Silvercreek Walk-In Clinic (Rexall):** #103 - 105 Silvercreek Parkway N, Guelph (519) 822-9363

**Arkell Walk-In Medical Clinic:** 403 Arkell Road, Unit 4, Guelph (519) 822-7841

**Gordon Walk-in Clinic:** 1499 Gordon Street, Guelph (519) 265-6400

**Greengate Walk-in Clinic:** #2, 170 Silvercreek Pkwy N, Guelph (519) 265-8882