

What to Do If You Do Not Have a Family Doctor or Nurse Practitioner

This list is for information only. The Central East Regional Cancer Program does not represent or support any organization or individual on this list.

It can be hard to find a family doctor or nurse practitioner in the area where you live. This handout offers information on what you can do if you need to access health care without going to an emergency department.

Finding a family doctor or nurse practitioner	
Health Care Connect	Health Care Connect is a government program that can help you find a family doctor if you do not have one. Call 1-800-445-1822 or go to hcc3.hcc.moh.gov.on.ca to sign up.
Healthcare in your community	
Community Health Centres	Community Health Centres have programs to help you and your family stay healthy. These programs are free. Ask if their doctors or nurse practitioners are taking new patients. A list of community health centres in Ontario is available by going to: health.gov.on.ca/en/common/system/services/chc/locations.aspx
Durham Canadian Mental Health Association – Nurse Practitioner Led Clinic	This clinic can help you and your family if you do not have a family doctor and live with a mental health issue. Call 905-436-8760 for more information
Pharmacists	Talk to your pharmacist. Pharmacists in Ontario can prescribe medications for certain minor health problems. This care is covered if you have a valid Ontario health card.
Virtual Care (video or telephone appointments)	
Health 811	Connect with a registered nurse day or night for free, secure and confidential health advice. Call 811 or go to health811.ontario.ca for more information.
Cover Health	Register for a video or telephone appointment with a doctor at cover.health . You can choose to be added to a appointment call list. This appointment is covered if you have a valid Ontario health card. You can schedule a same day appointment for a fee.
East Region Virtual Care Clinic	Register for a video or telephone appointment with a nurse practitioner by completing and submitting the online registration form at virtualcareontario.ca or by calling 1-888-684-1999. You will be

	added to a telephone call list. A member of the team will call you to review your information. A nurse practitioner will call you between the hours of 1 to 9pm.
Gotodoctor.ca by Enhanced Care	Schedule a video or telephone appointment with a doctor by completing the online registration form at gotodoctor.ca . This appointment is covered if you have a valid Ontario health card.
Maple	Register for an account on getmaple.ca . Connect with a doctor or nurse practitioner within a few minutes. Get an appointment with a specialist within a week. There is a monthly fee. Coverage of this fee is available to Canadian Automobile Association (CAA) members.
Rocket Doctor	Schedule a video or telephone appointment with a doctor at rocketdoctor.ca/online-doctor-in-ontario . This appointment is covered if you have a valid Ontario health card. You can pay for this care if you do not have a valid Ontario health card.
TELUS Health MyCare™	Download the TELUS Health MyCare™ app to schedule an appointment with a doctor, psychologist, counsellor or dietitian. Go to the TELUS Health MyCare™ website at telus.com/en/health/my-care for more information.
Tia Health	Schedule an appointment with a doctor or therapist tiahealth.com . This appointment is covered if you have a valid Ontario health card.

If you have a problem or concern about a symptom or side effect from your cancer treatment:

1. Call your primary nurse at the cancer centre from Monday to Friday, 8:30 am to 4 pm, (except on holidays). Use the phone number your primary nurse gave you.
2. Contact CareChart Digital Health from Monday to Friday, 5 pm to 8:30 am and anytime on weekends and holidays for symptom management support.

Talk to a nurse using one of these options:

- Call the after-hours telephone line at 1-877-681-3057.
- Request a video call by going to www.carechart.ca.
- Use the CareChart Digital Health App. This App is available to download for iOS or Android devices.

Call 911 or go to the emergency department at the hospital closest to you for a medical emergency.

Ask to talk to a social worker at the cancer centre if you have any questions or concerns about the information in this handout.

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