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# Where to go to learn more about my health care options



## Where do I get general information about my health care options?

- Scan the QR code at the top of the page to access the Government of Ontario website that has information on how to access different health care services including long-term care, home care, vaccines, senior care, cancer care, medication coverage, sexual health, women's health, mental health and more.
- The Toronto Health and Social Services Directory has information on over 8,000 health, social and community services in Toronto. Scan the QR code at the top of the page to access the Directory.
- NewTO is a resource app designed for connecting newcomers to vital resources in the greater Toronto area including housing, language services, health care, education, employment and community support. Scan the QR code to get the link to download the NewTO app and for more information.



## How do I access care remotely?

- Scan the QR code at the top of the page to access a list of digital and virtual health services recommended by Ontario Health.
- It is not a replacement for a primary care provider but provides links for team-managed virtual care for chronic disease (heart failure, respiratory conditions such as COPD, diabetes) and provides information for self-managed virtual care around mental health, addictions and maintaining immunization records.
- **Health 811** is both a hotline and an opportunity to chat with a registered nurse and get connected to health care services: Call 8-1-1 or the toll-free TTY line (1-866-797-0007). Health 811 is available 24 hours a day, seven days a week and is supported by interpretation in over 200 languages.
- **North York Support Services Seniors Hotline** provides access to many services and resources geared towards senior citizens. Please call [416-447-5200](tel:416-447-5200) to discuss available supports.



## I have OHIP but I do not have a family doctor or nurse practitioner – how can I be connected to one?

- Health Care Connect is a program that helps Ontarians find a family health care provider if they have a health card. Call 1-800-445-1822 to speak to a representative.
- If you **DO** have OHIP but are not connected to a family doctor or nurse practitioner, you can receive care through a walk-in clinic. Doctors and nurse practitioners at walk-in medical clinics can assess and treat minor illnesses and injuries and they can refer you to specialists. Scan the QR code at the top of the page to access a full list of walk-in medical clinics that are in North York.

### Where do I go if I do not have OHIP?

- Community Health Centres (CHCs) are non-profit organizations that provide primary health care, illness prevention, health education, and group programs along with several other services that vary from centre to centre.
- Scan the QR code at the top of the page to access a full list of community health centres in North York and for the Ya Estoy Aqui Healthcare Navigation Manual (available in English and Spanish) that provides information on other services and care available to those without OHIP.

### I need mental health support, what should I do?

- CAMH Virtual Urgent Care Clinic offers convenient, confidential, same-day virtual mental health advice wherever you are in the city of Toronto. Scan the QR code at the top to access the virtual clinic.
- ConnexOntario focuses on mental health and addiction; it is a resource that connects you to staff, provides a directory for relevant treatment services, and screening tools that help you evaluate your own state of wellness
  - They are available 24 hours a day, 365 days a year via phone **(1-866-531-2600)**, live chat or email through **connexontario.ca**.
- Across Boundaries is an ethno-racial mental health centre that provides mental health support along with case management, peer support, life skills development, psychiatric consultations and more.
  - They offer services in many languages and you do not need a referral to access their services. Scan the QR code at the top for more information about Across Boundaries.

### I am pregnant, where should I go?

- Regardless of your OHIP status, you can access a midwife for pregnancy-related care. Midwifery Care North Don River Valley services North York. Call **(416) 222-0093**.
- Services and care for those who are pregnant and without OHIP can also be found in the Ya Estoy Aqui resource (scan the QR code at the top).