

# WHEN TO GO WHERE TO GET THE BEST CARE

This table is a guideline, for emergencies please call 911.



## DOCTORS OFFICE

A family doctor or nurse practitioner is your primary health care provider. They are the person you make an appointment with when you have a new, non-emergency health concern

You must be registered as a patient to **make an appointment** with a family doctor or nurse practitioner. If you do not have a family doctor or nurse practitioner, you can **register through Health Care Connect** at 1-800-445-1822  
Monday - Friday 9am - 5pm.



Check-ups and regular screenings



General medical and behaviour health questions



Questions or concerns about medications



Cold and flu symptoms



Cold and fevers



Mild to moderate pain or discomfort



Management of a chronic condition



## URGENT CARE

Medical care for **people who do not have a family doctor** or have one and are **unable to reach them**.

You can see a nurse or doctor, often **without an appointment** at Urgent Care, and get advice, assessment and treatment for non-urgent minor illnesses and injuries such as cuts, bruises, minor infections, sprains, animal or insect bites and skin complaints.



Sprains and strains



Mild allergic reactions



Mild or moderate asthma symptoms



Minor cuts or wounds requiring prompt attention



Moderate pain or discomfort



Mild burns



Animal or insect bites



## EMERGENCY ROOM

Emergency rooms 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 ER. A doctor or nurse will assess your condition and decide on a course of treatment.



Babies needing immediate care



Significant difficulty breathing



Broken bones



Severe pain especially in chest or stomach



Severe burns



Possible drug overdose or poisoning



Thoughts of suicide or self harm

NEED A DOCTOR  
**Health Care Connect**  
**1-800-445-1822**

HAVE A HEALTH QUESTION  
**Telehealth Ontario**  
**1-866-797-0000**