

Where do I go when...?

Getting the right care in Ontario, step by step.



STEP 1 · IS IT AN EMERGENCY?

Call **911** or go to the nearest **emergency room** now.

Hospitals cannot turn away a life-threatening emergency, with or without a health card.



Chest pain or pressure



Trouble breathing



Seizure



Serious injury



STROKE? ACT FAST

Face drooping · Arm weak · Speech slurred · Time to call 911



A baby 6 months or younger who is sick



Thinking of suicide or harming yourself



811

STEP 2 · Not sure how serious it is? Call 811 and talk to a nurse.

Health811 is free, any time, day or night. You don't need a health card. Need help with housing, food or benefits? Call 2-1-1.

Free

24/7

200+ languages

3

Find your situation



Feeling stuck? Ask for a social worker. Many community health centres and hospitals have one, and it's free. **Students and families:** ask your school about its social worker or settlement worker.



I feel sick or I'm hurt, but it's not an emergency

- ▶ **Pharmacist:** can assess and prescribe for 28 common problems, like pink eye, UTIs and rashes. Free with a health card
- ▶ **Your family doctor** or nurse practitioner, or your **community health centre**
- ▶ **Walk-in clinic or urgent care:** sprains, small cuts, fevers, earaches

811 for advice



I'm struggling with my mental health

- ▶ **In crisis or thinking of suicide?** Call or text **9-8-8**, any time. In danger, call 911
- ▶ **Free therapy** for anxiety and depression, age 18+: Ontario Structured Psychotherapy. Ask your doctor or sign up yourself
- ▶ Your **community health centre** or family doctor can help you start

9-8-8 call or text

Kids Help Phone 1-800-668-6868



I need a prescription or a refill

- ▶ **Your pharmacist** can often renew an ongoing prescription, for up to a year
- ▶ **Can't afford it?** OHIP+ covers age 24 and under. Ontario Drug Benefit covers 65+, Ontario Works and ODSP. Trillium helps with high costs
- ▶ Ask the pharmacist which program fits you

Ask at any pharmacy



I don't have a family doctor

- ▶ **Sign up with Health Care Connect** by calling 811 or online. You need your health card number
- ▶ **While you wait:** a community health centre, walk-in clinic or pharmacist can help
- ▶ Urgent needs are matched first

811 Health Care Connect



I don't have a health card, or I'm new to Canada

- ▶ **Apply for OHIP** at ServiceOntario. There is no waiting period
- ▶ **Refugee claimant?** The federal IFHP covers basic care. Show your IFHP document
- ▶ **No coverage?** Community health centres serve people without insurance. Call ahead. **Emergencies are never refused**

ServiceOntario 1-866-532-3161

IFHP 1-888-614-1880



I'm pregnant

- ▶ **A midwife** is free and you don't need a referral. Call early, spots fill up
- ▶ Or see your **family doctor**, nurse practitioner or community health centre
- ▶ No health card? Ask a midwife or community health centre what help is available

ontariomidwives.ca



My parent or loved one needs help at home

- ▶ **Ontario Health atHome:** anyone can call. Nursing, personal support (PSW) and physio at home, paid by OHIP after an assessment
- ▶ They also handle **long-term care** applications

1-833-515-1234



I got a bill or a letter I don't understand

- ▶ Care that OHIP covers **should not be billed to you**
- ▶ Doctors can charge for extras, like sick notes and forms, and must tell you first
- ▶ **Ask what it's for**, in writing. Ask about a payment plan
- ▶ A **social worker** can help you sort it out

Need help reading it? (647) 471-0841



I want to make a complaint about my care

- ▶ **Start with the place:** ask for patient relations
- ▶ **Hospital, long-term care or home care:** Patient Ombudsman, free
- ▶ **About a doctor:** College of Physicians and Surgeons of Ontario (CPSO)

Ombudsman 1-888-321-0339

CPSO 416-967-2600

WHEREVER YOU GO, BRING



Your health card or ID



A list of your medicines



Someone you trust



Ask for an interpreter



You can ask for a copy of your records



Your questions, written down

A free community guide from Global Medical Intelligence Group

We speak medicine, and we advocate for you.

medreviewnow.com · (647) 471-0841 · info@medreviewnow.com

Sources: ontario.ca (OHIP, pharmacies, Health Care Connect, ODB, OHIP+, Trillium, midwifery); Ontario Health (Structured Psychotherapy); Ontario Health atHome; Canada.ca (9-8-8, IFHP); Heart and Stroke (FAST); William Osler Health System (emergency signs); Patient Ombudsman; CPSO; College of Pharmacists of Ontario. October 2026. This guide is general information, not medical advice. In an emergency, always call 911.

