

## 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               |  |
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| 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 <a href="http://hcc3.hcc.moh.gov.on.ca">hcc3.hcc.moh.gov.on.ca</a> to sign up.   |
| Kawartha Lakes Haliburton Family Health Team                | Offers an urgent care clinic run by nurses, nurse practitioners and social workers for the residents of the City of Kawartha Lakes who do not currently have a family doctor or nurse practitioner, anywhere in Ontario. Call 705-328-9853 extension 296 to schedule your appointment. You can also schedule it online at <a href="http://klhoht.ca/unattached-patient-urgent-care-clinic">klhoht.ca/unattached-patient-urgent-care-clinic</a> .   |
| North Durham Family Health Team – Unattached Patient Clinic | <p>The clinic offered at the Medical Associates of Port Perry is open to patients in the community who are currently on the waiting list for a new physician and do not currently have a primary care provider.</p> <p>This clinic is staffed by physician trainees (residents) under the supervision of a physician and nurse practitioners from the North Durham Family Health Team.</p> <p>Book an appointment at <a href="http://portperrymedical.ca/unattached-patient-clinic">portperrymedical.ca/unattached-patient-clinic</a> or call 905-985-2895 extension 5427.</p> <p><u>If you live in the township of Brock:</u></p> <p>This clinic is staffed by nurses and nurse practitioners from the North Durham Family Health Team and is offered at Brock Community Health Centre's Cannington location.</p> <p>Book your appointment at <a href="http://brockchc.ca/services/unattached-patient-program">brockchc.ca/services/unattached-patient-program</a> or call 905-985-2895 extension 6070.</p> |
| Ontario Health Team Northumberland                          | <p><u>If you live in the Colborne area:</u></p> <p>The Colborne Rural Outreach Clinic offers short term primary care with a doctor or nurse practitioner for patients who do not currently have a primary care provider. This clinic is located at</p>   |

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|   | <p>34 Victoria Street, Colborne. Open from Monday to Friday from 9 am to 5 pm (closed 12 to 1 pm). You need an appointment.</p> <p>Book your appointment at 289-265-0505 or go to <a href="http://ohthnorthumberland.ca/rural-outreach-clinic">ohthnorthumberland.ca/rural-outreach-clinic</a>.</p>  |
| Town of Whitby  | <p>The Town of Whitby website offers a list of local clinics welcoming new patients. Go to <a href="http://whitby.ca/en/work/find-a-family-doctor.aspx">whitby.ca/en/work/find-a-family-doctor.aspx</a> for more information.</p>  |
| <b>Healthcare in your community</b>                                       |  |
| Community Health Centres  | <p>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: <a href="http://ontario.ca/page/community-health-centres">ontario.ca/page/community-health-centres</a></p>   |
| Durham Canadian Mental Health Association – Nurse Practitioner Led Clinic | <p>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</p>   |
| Pharmacists   | <p>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.</p>  |
| <b>Virtual Care (video or telephone appointments)</b>                     |  |
| Health 811  | <p>Connect with a registered nurse day or night for free, secure and confidential health advice. Call 811 or go to <a href="http://health811.ontario.ca">health811.ontario.ca</a> for more information.</p>  |
| Cover Health  | <p>Register for a video or telephone appointment with a doctor at <a href="http://cover.health">cover.health</a>. 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.</p>   |
| East Region Virtual Care Clinic   | <p>Register for a video or telephone appointment with a nurse practitioner by completing and submitting the online registration form at <a href="http://virtualcareontario.ca">virtualcareontario.ca</a> 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 9 pm.</p> |

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| Gotodoctor.ca by Enhanced Care | Schedule a video or telephone appointment with a doctor by completing the online registration form at <a href="http://gotodoctor.ca">gotodoctor.ca</a> . This appointment is covered if you have a valid Ontario health card.  |
| iCare Virtual                  | Schedule an appointment by completing the online registration form at <a href="http://icarevirtual.com">icarevirtual.com</a> or call 1-833-950-1830. This appointment is covered if you have a valid Ontario health card.  |
| Maple                          | Register for an account on <a href="http://getmaple.ca">getmaple.ca</a> . 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 <a href="http://rocketdoctor.ca/online-doctor-in-ontario">rocketdoctor.ca/online-doctor-in-ontario</a> . 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 <a href="http://telus.com/en/health/my-care">telus.com/en/health/my-care</a> for more information.  |
| Tia Health                     | Schedule an appointment with a doctor or therapist <a href="http://tiahealth.com">tiahealth.com</a> . 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](http://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 questions or concerns about any of the information in this handout.

*This handout was created by the Patient Education Program at the Durham Regional Cancer Centre/Lakeridge Health. It was last reviewed in August of 2025.*