

Toronto Region Primary Care Access Resources

Resource	Service(s)	Patient Population	How to Access	Hours	Additional Info
Health811	Contact a Health Care Navigator or registered nurse through online chat or a phone conversation.	<ul style="list-style-type: none"> People in Ontario with a valid OHIP card 	Phone: 811 Website: https://health811.ontario.ca	Available 24/7	Translation support in over 200 languages is available upon request (for phone service only).
Toronto Virtual Urgent Care	Book a same-day virtual urgent care appointment with a nurse practitioner.	<ul style="list-style-type: none"> Must have a valid email address (to access the appointment link) Must be in Ontario at the time of the appointment OHIP card not required Must have access to a device with audio and video capability 	Booking opens daily at 7am EST for same-day appointments only. Website: https://www.torontovirtual.ca/	Monday to Sunday: 2pm – 8pm EST	N/A
Sick Kids Virtual Urgent Care	Symptom checker can recommend next steps for accessing care (i.e., visit a primary care provider or Emergency Department, attend a virtual urgent care video chat with a clinician).	<ul style="list-style-type: none"> Children and youth under age 18 Living in the virtual urgent care service region (Map of Service Region: https://www.sickkids.ca/siteassets/emergency/virtual-urgent-care-service-region-map.pdf) Must have a valid OHIP card Must have access to a device with audio and video capability 	Website: https://www.sickkids.ca/en/emergency/virtual-urgent-care/	Symptom Checker Available 24/7 Virtual Urgent Care Monday to Sunday: 10am – 8:30pm EST	Patient (the child or youth) must be present for the virtual appointment.
CAMH Virtual Urgent Care	Book a same-day virtual urgent mental health care appointment with a CAMH nurse practitioner.	<ul style="list-style-type: none"> People aged 16 or older Living in the City of Toronto Must have access to a device with audio and video capability Can reasonably wait for an appointment later in the day (i.e., not an emergency) 	Booking opens daily at 12am EST for same-day appointments only. Website: https://www.camh.ca/en/your-care/programs-and-services/virtual-urgent-care	Monday to Friday (except statutory holidays): 1pm – 9pm EST Saturday and Sunday: Closed	Language interpretation available. Clinic is not permitted to prescribe or renew opioids, benzodiazepines, methadone, suboxone, cannabis or stimulants.
CIBC Just for Kids Clinic at St Joseph's Hospital	Clinic is staffed by pediatricians who provide services to patients whose doctors may be away or unavailable.	<ul style="list-style-type: none"> Children (newborns to 18 years of age) Clinic WILL NOT see patients for: <ul style="list-style-type: none"> Routine COVID-19 testing Fractures Head Injuries Suturing Immunizations Mental health concerns 	Booking opens daily at 7am EST for same-day appointments. Website: https://unityhealth.to/areas-of-care/programs-and-clinics/childrens-health/cibc-just-for-kids-clinic/	Monday to Friday: 10am – 7:30pm EST Saturday and Sunday: 10am – 1:30pm EST	Please limit visits to one child and one parent/guardian only.
Kids After Hours Clinic at Scarborough General Hospital	Clinic provides direct access to a pediatrician and a specialized pediatric nurse to treat common medical issues when your child's doctor may be away or unavailable.	Clinic WILL NOT be able to assist patients who: <ul style="list-style-type: none"> Are very unwell and require emergency care (i.e., breathing too fast, dehydration, having seizures) Have any significant injury (i.e., head injury, cuts or possible fractures) Have mental health problems (i.e., anxiety, depression, learning problems, childhood behaviour issues, suspected autism) Have long-standing medical problems (i.e., chronic constipation, poor eating habits, complex medical problems) 	Booking opens daily at 8am EST. If no time slots are available, clinic is full for the day. Website: https://www.shn.ca/areas-of-care/kids-care/kids-after-hours-clinic/	Monday to Friday: 5pm – 9pm EST Saturday, Sunday and holidays: 10am – 2pm EST	Please book a separate appointment for each child who needs care. Nurses will make an initial assessment and may direct you to the Emergency Department or to seek help from your regular primary care provider.
Toronto Health and Social Services Directory	Use this directory to find health, social and community services in Toronto, including the former municipalities of East York, Etobicoke, North York, Scarborough and York.	N/A	Website: https://torontoservicesdirectory.ca/	Available 24/7	N/A
Staying Healthy and Managing Respiratory Illness	Find tips and information from family doctors and the Ontario College of Family Physicians.	N/A	Website: www.stayhealthyontario.ca	Available 24/7	N/A

Additional Phone Numbers:

Social services, financial assistance programs, or community supports: 2-1-1 (available 24/7)

Toronto Seniors Helpline: 416-217-2077 (Monday to Friday 9am-8pm, weekends and statutory holidays 10am – 6pm)

ConnexOntario Addiction and mental health treatment services information: 1-866-531-2600 (available 24/7)