



## WHEN TO GO TO THE EMERGENCY DEPARTMENT

### If you need immediate help, call 9-1-1.

If your condition is serious and you cannot wait to see your family doctor, the emergency department is an option for you.

If your situation is not a medical emergency, you should choose a more appropriate health care option.

### Important Tips

- At the emergency department, the most critical patients are seen first. Plan to wait, if necessary, to get the care you need.
- Go to the emergency department with a family member or friend who can support you.
- Take your health card, a complete list of medications, and a phone or contact list.

## OTHER OPTIONS

### Walk-in & Urgent Care Clinics

If you cannot wait for an appointment with your family doctor (or you do not have one), walk-in and urgent care clinics can treat illnesses and injuries that do not require emergency care. Please call to make sure clinic hours have not changed. Also, please be aware that patient registration may stop early depending on clinic capacity.

### Mental Health & Crisis Services

For mental health counseling, appointments and information about services call:

Here 24/7: 844-437-4246

TTY: 877-688-5501

Available 24 hours a day, 7 days a week.

### Telehealth Ontario: 866-797-0000

For confidential advice from a registered nurse.

Available 24 hours a day, 7 days a week.

### [www.wwhealthline.ca](http://www.wwhealthline.ca)

For a comprehensive list of services and resources (including holidays hours) in Waterloo, Wellington and throughout Ontario.

### Ontario 2-1-1

For connections to community and social services. Available in over 150 languages; 24 hours a day, 7 days a week.

### Health Care Options

Find a health care service in Ontario at:  
[www.ontario.ca/locations/health/](http://www.ontario.ca/locations/health/)

## WHEN TO SEE YOUR FAMILY DOCTOR

Your family doctor is your best option for your ongoing health care.

In a non-emergency, always contact your family doctor (or nurse practitioner).

### Prepare ahead of time for urgent situations.

- Ask your doctor's office about after-hours availability.
- Find out your options when your doctor's office is closed (weekends, holidays, vacation).

If you need help to find a family doctor, contact your Local Health Integration Network. In Waterloo Wellington at **519-748-2222**

**My Family Doctor:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Regular Hours:** \_\_\_\_\_

**After Hours:** \_\_\_\_\_

**Holiday Hours:** \_\_\_\_\_

# HEALTH CARE OPTIONS IN YOUR COMMUNITY



## CAMBRIDGE

### EMERGENCY DEPARTMENT

Cambridge Memorial Hospital  
#201, 614 Coronation Blvd  
519-621-2330

CMH wait time available at:  
[www.cmh.org](http://www.cmh.org)

### WALK-IN & URGENT CARE CLINICS

Delta Walk-in Clinic  
614 Coronation Blvd  
519-624-4004

Firsttime Walk-in Medical Clinic  
#20B, 600 Hespeler Rd  
519-267-2588

Franklin Walk-in Medical Clinic  
1150 Franklin Blvd  
519-620-7044

Saginaw Medical Centre  
525 Saginaw Pkwy  
519-621-2225

### PHARMACY WITH EXTENDED HOURS

Shoppers Drug Mart  
499 Hespeler Rd  
519-623-6770

## FERGUS

### EMERGENCY DEPARTMENT

Groves Memorial Hospital  
235 Union St E  
519-843-2010

### WALK-IN & URGENT CARE CLINICS

Walk-in Medical Clinic (Walmart)  
801 St David St N  
519-787-2940

## GUELPH

### EMERGENCY DEPARTMENT

Guelph General Hospital 115 Delhi St  
519-837-6440

### WALK-IN & URGENT CARE CLINICS

Appletree Telemedicine & Walk-in Clinic  
#728, 328 Speedvale Ave E  
519-722-2370

Arkell Walk-in Medical Clinic  
403 Arkell Rd, Unit 4  
519-822-7841

Gordon Walk-in Clinic  
1499 Gordon St  
519-265-6400

Greengate Walk-in Clinic  
#2, 170 Silvercreek Pkwy N  
519-265-8807

Midtown Urgent Care Clinic  
#104, 175 Chancellors Way  
519-837-1198

Silvercreek Walk-in Clinic  
105 Silvercreek Pkwy N  
519-822-9363

Summerside Medical Clinic (Walmart)  
175 Stone Rd W  
519-780-8585

### PHARMACIES WITH EXTENDED HOURS

Shoppers Drug Mart  
375 Eramosa Rd  
519-822-2480

Woodlawn Pharmacy  
472 Woodlawn Rd E  
519-763-7373

## MOUNT FOREST

### EMERGENCY DEPARTMENT

Louise Marshall Hospital  
630 Dublin St  
519-323-2210

## PALMERSTON

### EMERGENCY DEPARTMENT

Palmerston & District Hospital  
500 Whites Rd  
519-343-2030

## KITCHENER-WATERLOO

### EMERGENCY DEPARTMENTS

Grand River Hospital  
835 King St W, Kitchener  
519-742-3611

GRH wait time available at:  
St. Mary's General Hospital  
[www.grhosp.on.ca](http://www.grhosp.on.ca)  
519-744-3311

911 Queens Blvd, Kitchener  
SMGH wait time available at:  
[www.smgh.ca](http://www.smgh.ca)

### WALK-IN & URGENT CARE CLINICS

Benton Medical Centre  
51 Benton St  
226-240-3041

KW Healthy Living Walk-in Clinic  
1360 Weber St E  
519-893-6060

KW Walk-in Clinic (Walmart)  
100 The Boardwalk  
519-279-4098

KW Urgent Care Clinics  
519-748-2327 / 519-745-2273

385 Fairway Rd S & 751 Victoria St S  
Laurentian Walk-in Clinic (Zehrs)  
519-570-3174

750 Ottawa St S  
Onyx Urgent Care  
519-896-6699

580 Lancaster St W  
Spruce Medical Walk-in Clinic  
519-725-1111

#105, 318 Spruce St  
Tannery Medical Centre  
519-618-9260

120-121 Charles St W  
Waterloo Walk-in Clinic  
519-275-1514

#13, 170 University Ave W  
Westmount Place Walk-in Clinic  
519-954-0111

50 Westmount Rd N

### PHARMACIES WITH EXTENDED HOURS

Guardian Pharmacy  
#4, 1401 River Rd E (Kitchener)  
519-896-6666

Shoppers Drug Mart  
50 Weber St N (Waterloo)  
519-880-8083