



## **Health Care Connect**

**Helping you find a family doctor or nurse practitioner**

**1-800-445-1822**

**Health Care Connect helps Ontarians who are without a family health care provider (family doctor or nurse practitioner) to find one. People without a family health care provider are referred to a family doctor or a nurse practitioner who is accepting new patients in their community.**

**The program phone line is open Monday to Friday from 9 am to 5 pm**

Information from Ontario Ministry of Health and Long-Term Care website

[www.ontario.ca/page/find-family-doctor-or-nurse-practitioner?\\_ga=2.31934718.1524891322.1503069900-1106828773.1471886175](http://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner?_ga=2.31934718.1524891322.1503069900-1106828773.1471886175)

## **Before You Begin**

### **STEP 1**

**Make sure that you have a valid Health Card.**

### **STEP 2**

**Make sure your mailing address is up-to-date.**

### **STEP 3**

**Make sure that you are not already enrolled with a family doctor.**

If you'd like to end your enrolment with the doctor you have now, contact them directly or call ServiceOntario at 1-866-532-3161

## **Your Care Connector**

**Once you've registered with Health Care Connect, you will receive contact information for your assigned Care Connector. Your Care Connector is your main point of contact for the program. If you have any questions about the program or changes to the information you provided when you registered, please contact your Care Connector. Accurate and current information is essential for Health Care Connect to work effectively.**

**If you find a family health care provider on your own while registered with the program, please contact your Care Connector as soon as possible so that program records can be updated.**

Information from Ontario Ministry of Health and Long-Term Care website

[www.ontario.ca/page/find-family-doctor-or-nurse-practitioner?\\_ga=2.31934718.1524891322.1503069900-1106828773.1471886175](http://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner?_ga=2.31934718.1524891322.1503069900-1106828773.1471886175)

## **Finding a Family Health Care Provider**

**Health Care Connect attempts to find family health care providers that may be accepting new patients in your community. Here's what happens if a provider is found for you:**

- **Your Care Connector will contact you with the name and contact information of the family health care provider. You will also receive this information by mail.**
- **You may be referred to a family doctor or a nurse practitioner, depending on local availability.**
- **For families who register together as a group, the program will try and find one family health care provider that can accept your whole family. However this may not always be possible.**

**Although the program will attempt to locate a provider for you, Health Care Connect cannot guarantee that this provider will meet the particular preferences you may have for family health care.**

## **Contacting the Family Health Care Provider**

**Once you receive the contact information of a provider from your Care Connector, you will be responsible for calling to book an appointment.**

**It may happen that a health care relationship does not work between you and the provider. Family health care providers have the choice of accepting new patients subject to any applicable policy, guideline and/or standard of practice established by their respective college. If the provider cannot accept you as a patient, you may return to Health Care Connect by contacting your Care Connector.**

Information from Ontario Ministry of Health and Long-Term Care website

[www.ontario.ca/page/find-family-doctor-or-nurse-practitioner?\\_ga=2.31934718.1524891322.1503069900-1106828773.1471886175](http://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner?_ga=2.31934718.1524891322.1503069900-1106828773.1471886175)

**You also may choose to refuse the family health care provider that the program finds for you. In that case, in order to return to Health Care Connect you would need to complete a new registration by calling the toll-free number directly or by going online to [www.ontario.ca/healthcareconnect](http://www.ontario.ca/healthcareconnect).**

## **Withdrawing from Health Care Connect**

**You can withdraw from Health Care Connect at any time by contacting your Care Connector or the Ministry of Health and Long-Term Care at the contact information listed below.**

## **Resources and Contact Information:**

**Here are some additional resources to help you access health care services in Ontario:**

- **Your Health Care Options website <http://www.ontario.ca/healthcareoptions>**
- **Service Ontario INFO line 1-866-532-3161**