Ontario Health

Memo

Date:
January 30, 2023

From:	Dr. Sacha Bhatia, Senior Vice President, Population Health and Value Based Health Systems, Ontario Health
Re:	Health811 –Connecting to care made easy

Knowing where to turn for health information can be confusing. To support Ontarians in their journey to access the right care at the right time, **Health811** is here to help.

Previously known as Health Connect Ontario, which replaced Telehealth Ontario, Health811 is a free, secure and confidential service Ontarians can call or access online 24 hours a day, seven days a week to receive health advice from qualified health professionals, such as registered nurses, locate local health services and find trusted health information.

Health811 features one website: Ontario.ca/Health811 (also available in French: Ontario.ca/Sante811) and one number to call: 811 (TTY: 1-866-797-0007).

Health811 is for non-urgent health questions and concerns only and is not a substitution for 911, which should still be used for a medical emergency. This service is also not a replacement for regular touchpoints with health care providers.

Any references to Health Connect Ontario, such as website links, will be automatically redirected to Health811 to ensure continuity of service.

Features of Health811:

- 24/7 access to live support via telephone or online chat.
- The telephone service is available in over 200 languages, including Indigenous languages such as Cree, Ojibwe and Inuktitut.
- Free access to health professionals, such as registered nurses, registered dieticians, lactation consultants and smoking cessation coaches.
- Provides support for those searching for information about mental health and addictions.
- An online health services directory that enables Ontarians to find health services and health care providers by keyword, location or postal code.
- An artificial intelligence-powered symptom assessment tool that guides users through a series of questions to suggest possible reasons for their symptoms and provides care options, as well as a downloadable symptom report.

- An online medical library that consists of curated content created by experienced doctors and medical safety experts**.** Ontarians can also call Health811 to receive a free FIT for colorectal cancer screening, get assistance finding a family physician or nurse practitioner accepting new patients, connect to the Refugee HealthLine and more.

Update your materials:

If your organization has any materials featuring references to Health Connect Ontario (or Telehealth Ontario), please update this information to mention Health811 instead and include the new contact information for the service.

Please also check your firewall settings to ensure access to the Health811 URL.

Here are examples of suggested language you may choose to include in your communications:

- Health811 is a free, secure and confidential service Ontarians can access 24 hours a day, seven days a week to receive health advice from a registered nurse by calling 811 (TTY: 1-866-797-0007), chatting online or navigating to Ontario.ca/health811.

- Have a health question or need help locating health services and supports in your area? Health811 is here to help 24 hours a day, seven days a week and can be accessed by calling 811 (TTY: 1-866-797-0007), chatting online or through its website at Ontario.ca/health811.

- Health811 is a free, secure and confidential service Ontarians can call or access online 24 hours a day, seven days a week to receive health advice from qualified health professionals, such as registered nurses, locate local health services and find trusted health information. Ontarians can call 811, chat live online or access resources online at Ontario.ca/health811.