

Key Messaging for Responding to Health Care Connect Questions

If you receive an inquiry from the public regarding whether your clinic is accepting new patients and the answer is **NO**, please let them know:

- While we are not accepting new patients at the moment, we highly recommend that you register with [Health Care Connect](#), which is the most efficient way to find a match for you with a family doctor or primary care nurse practitioner in our community
- You can register yourself, and your whole family if you choose, in just a few simple steps and a care connector will begin the search for a family doctor or primary care nurse practitioner who is accepting new patients in your community. They will inform you once a connection has been made.

Here are some of the more common questions you may be asked:

HOW DO I REGISTER?

You can register online at [Health Care Connect](#) or you can also register by phone by calling [811](#), 24 hours a day, 7 days a week. To sign up for the program, you will be asked for your **name, address, health card number** and some **basic health information** that will help determine your health needs.

Simply go to ontario.ca/healthcareconnect to find all the information you will need.

HOW LONG WILL I BE ON THE HCC LIST?

Joining Health Care Connect does not guarantee that a family doctor or nurse practitioner will be found for you immediately, however the current matching process has been accelerated. Those who need urgent care will be placed first.

Your request will be given to a Health Care Connect nurse, called a care connector, in your community and they will review your request and try to find you the right family doctor or nurse practitioner in your community that is accepting new patients.

WHAT HAPPENS WHEN I AM MATCHED WITH A DOCTOR OR NURSE PRACTITIONER?

When a match for you is found, you will either receive a letter from the Ministry of Health indicating your potential attachment or you may be called directly by the doctor/nurse practitioner with whom you have been matched.

There is also the possibility you may receive a call or email directly from Health Care Connect regarding your attachment, but it will be the doctor/NP clinic that will make the connection with you to book an initial appointment.

WHAT IF I DON'T WANT THE PROVIDER THEY CONNECT ME WITH?

If you choose not to accept the nurse practitioner or family doctor that was selected for you, **that decision is completely up to you**. However, if you want Health Care Connect to keep looking for a provider for you, you will have to register again.

WHAT IS THE DIFFERENCE BETWEEN A FAMILY DOCTOR AND A NURSE PRACTITIONER?

Similar to a family doctor, a primary care nurse practitioner can:

- diagnosis and treat for common illnesses and injuries.
- make referrals to health care specialists who can help with a specific condition.
- support in managing a chronic condition (such as diabetes or high blood pressure).
- provide prescriptions for medication.
- conduct regular check-ups including physicals and routine screening tests such as cancer.

WHAT DO I IF I NEED IMMEDIATE HEALTH CARE WHILE WAITING TO BE CONNECTED TO A PROVIDER?

If it is an emergency, call 911 or visit your local emergency department.

Virtual urgent care is available for your whole family. Connect with a nurse practitioner through a secure video chat from the comfort and convenience of home with Urgent Care Ontario. This is a free service, covered by OHIP – all you need is an Ontario health card.

You can book a same-day or next-day online appointment with a nurse practitioner for coughs, colds, fevers, rashes, medicine questions, and other issues that are not life threatening but require urgent attention. You can call 1-877-620-5627 or visit urgentcareontario.ca.

You can also visit www.mloht.ca and search under the "For Public" tab to find health care services in our community.

Health Care Connect is a service provided by Ontario HealthAtHome. Promotional materials provided by Middlesex London Ontario Health Team and Middlesex London Primary Care Network. Middlesex London Ontario Health Team is supported by funding from the Government of Ontario.