

Primary Health Care Providers (Family Doctors, Nurse Practitioners)

Family Doctor or Nurse Practitioner - Doctors and nurse practitioners are key family health care providers. They focus on family health care: diagnosing and treating diseases, physical disorders and injuries in patients of all ages. Family doctors can either work independently in their own office, with a group of others, or part of a Family Health Team.

Family Health Teams - A Family Health Team brings together different health care providers to deliver high quality, team-based patient care. Family Health Teams are designed to give doctors support from other health care professionals such as nurse practitioners, dietitians and pharmacists. Together they provide you with a range of health care services. Family Health Teams provide care for non-emergency situations and continuous care to help you lead a healthier life.

Nurse Practitioner Led Clinic - Nurse practitioners are registered nurses with additional education and experience. They diagnose and treat most diseases, order and interpret selected diagnostic tests, communicate diagnoses, prescribe medicine and perform specific procedures on patients of all ages. A Nurse Practitioner-Led Clinic can provide you with ongoing primary health care while helping promote disease prevention and healthy living. You can also find nurse practitioners working throughout the province in Family Health Teams and other types of health care settings.

Health Links – Bring together local health care providers to create coordinated care plans improve the coordination of care for complex patients. Health Links gives family doctors the ability to connect patients with specialists, home care services and other community support, including mental health services. For patients being discharged from hospital, it allows for faster follow-up and helps reduce the likelihood of readmission to hospital. This results in better patient care and strengthens partnership in the community.

There are seven Health Links covering the entire South East LHIN region

Walk-In/After Hours Clinic – A walk-in clinic is a place where you can go to be treated for uncomplicated and non-emergency situations. Clinic hours usually extend into the evenings and weekends, and often do not require an appointment. They provide a range of services similar to those provided in your family doctor’s office.

Telehealth Ontario – An easily accessible program that provides confidential telephone service from a registered nurse. The information provided gives health advice or general health information. This 24-hour service can help you decide to care for yourself, make an appointment with your doctor, go to a clinic, contact community resources or go to an emergency room. The number is [1-866-797-0000](tel:1-866-797-0000).

Health Care Connect – It is estimated that 96% of South East LHIN residents have a primary care physician. However, for people who don’t have a family doctor or nurse practitioner Health Care Connect can help. Simply register online or by phone with Health Care Connect and you’ll be assigned a Care Connector who will help you find family health care in your community. Call [1-800-445-1822](tel:1-800-445-1822) or go to Ontario.ca/healthcareconnect