

# HEALTH SERVICES

## Where to go when you're looking for help

In Ontario, health care services are managed, integrated and funded by 14 local health integration networks (LHINs) across the province. These LHINs help people find and access health care resources in their region. To find out which region you are a part of, visit [www.lhins.on.ca](http://www.lhins.on.ca) and enter your postal code.

In an emergency, always call 911.

## Public Health

### Health Care Connect

[www.ontario.ca/page/find-family-doctor-or-nurse-practitioner](http://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner)  
1 800 445-1822

**Services offered:** Refers people from Ontario to a nurse practitioner or family doctor in their area who may be accepting new clients

**Eligibility:** People who do not have a family physician, have a valid OHIP card and an up-to-date address associated with that card

**Referral:** Register by phone or online; phone line operates Monday to Friday from 9:00 a.m. to 5:00 p.m.

### National Home Doctor Service

[homedoctor.ca](http://homedoctor.ca)  
416 631-3000

**Services offered:** After-hours home doctors' visits from 4:00 to 11:00 p.m. Monday to Friday and weekends and public holidays from about noon to 11:00 p.m., depending on location

**Eligibility:** People living in Toronto, Richmond Hill, Vaughan, Markham, Mississauga, Brampton, Oakville and Burlington experiencing acute, episodic illness and injury; they will not see patients for new mental health issues, but can refill a prescription from an existing psychiatric medication as long as it's not an opioid or benzodiazepine

**Fee:** All appointments covered by OHIP

**Note:** You can book appointments online or over the phone from 8:00 a.m. to midnight, seven days a week, for same-day appointments only

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If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please email the information to us at [access.resources@camh.ca](mailto:access.resources@camh.ca).

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## Telehealth Ontario

[www.ontario.ca/page/get-medical-advice-telehealth-ontario](http://www.ontario.ca/page/get-medical-advice-telehealth-ontario)

1 866 797-0000

TTY: 1 866 797-0007

**Services offered:** Confidential, 24/7 phone service providing free health advice or information from a registered nurse

**Eligibility:** Anyone with health-related questions

**Note:** Services are only available over the phone (email advice is not available)

## Toronto Public Health

277 Victoria St., Toronto, ON

[www.toronto.ca/community-people/health-wellness-care](http://www.toronto.ca/community-people/health-wellness-care)

416 338-7600

**Services offered:** Information and access to Toronto Public Health's programs and agencies with a focus on public health concerns and healthy living (e.g., breastfeeding clinics; vaccination clinics; speech, language and hearing clinics; dental clinics; medical advice and information)

**Note:** Refer to the various clinics and/or programs listed through Toronto Public Health for individual eligibility criteria and referral process

## Low-Cost Dental Clinics

### Canadian Centre for Refugee and Immigrant Health Care, Urban Dental Clinic

4158 Sheppard Ave. E., Scarborough, ON

[www.healthequity.ca/dental-clinic](http://www.healthequity.ca/dental-clinic)

416 289-4349

**Services offered:** Emergency care, prescriptions, x-rays and fillings

**Eligibility:** Working adults between 18 to 64 with no employer or government dental benefits (a financial screen will be conducted over the phone)

**Fee:** Free for people who meet the eligibility criteria

**Note:** Call to book an appointment

### Evangel Hall Mission Dental Clinic

[www.evangelhall.ca/services/health-dental-clinic](http://www.evangelhall.ca/services/health-dental-clinic)

416 504-3563, press 4

**Services offered:** Free dental care

**Eligibility:** Torontonians facing poverty, homelessness and physical and mental illnesses; individual eligibility based on the person's Revenue Canada Notice of Assessment for the previous year and a copy of their most recent pay stub or more recent Ontario Works cheque

**Referral:** Submit the documents listed above by fax to 416 504-8056 or by email to [arsema.okbat@evangelhall.ca](mailto:arsema.okbat@evangelhall.ca)

**Fee:** Free to eligible participants

**Note:** Refer to the website for additional referral and eligibility criteria

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## Evergreen Health Centre (Yonge Street Mission)

365 Spadina Ave., Toronto, ON

[www.ysm.ca/wp-content/uploads/2019/02/EG-Health-Centre-Program-Brochure-Feb2019.pdf](http://www.ysm.ca/wp-content/uploads/2019/02/EG-Health-Centre-Program-Brochure-Feb2019.pdf)

416 929-9614, ext. 2238

**Services offered:** Dental and hygiene services, including examinations, cleanings, x-rays, fillings, root canals, extractions, night guards, crowns, surgical removal of wisdom teeth and partial dentures; other health care services

**Eligibility:** Homeless and street-involved youth age 16 to 24 and their children up to age four

**Fee:** All services are free and confidential; no OHIP card required

**Note:** The health centre is open Monday to Friday from 12:30 to 4:30 p.m., but the lineup starts at noon

## Healthy Smiles Ontario

[www.ontario.ca/page/get-dental-care](http://www.ontario.ca/page/get-dental-care)

1 844 296-6306

**Services offered:** Free preventive, routine and emergency dental services including check-ups, cleanings, fillings, x-rays, scaling and tooth extraction

**Eligibility:** Children and youth under 17 from low-income households: children are automatically enrolled in the program if their family receives assistance/income support, all others need to enrol online or by mail; refer to their website for information on the application process and what qualifies as low income

**Fee:** Free

**Note:** Cosmetic dentistry, including teeth whitening and braces, are not covered by this program

## George Brown College, WAVE Clinic

51 Dockside Dr., 3rd floor, Toronto, ON

[www.georgebrown.ca/wave/dentalclinic](http://www.georgebrown.ca/wave/dentalclinic)

416 415-4547

**Services offered:** School of Dental Health students work with faculty to provide low-cost dental care, including dental hygiene services, denture services, restorative services and x-rays from September to April and varied hours in May and June

**Fee:** Detailed fees based on age and required service can be found on the website

**Note:** You must book an appointment; check the website to find out if the clinic is accepting new patients

## Parkdale Queen West Community Health Centre, West End Oral Health Clinic

1229 Queen St. W., Toronto, ON

168 Bathurst St., Toronto, ON

[pqwchc.org/programs-services/dental-services/west-end-oral-health-clinic](http://pqwchc.org/programs-services/dental-services/west-end-oral-health-clinic)

416 537-2455 ext.1415

**Services offered:** Free check-ups, cleanings, fillings, extraction, x-rays, oral self-care instruction and referrals provided by volunteer dentists and students from George Brown School of Dental Health

**Eligibility:** People with low income age 18 to 64 who have no coverage for dental care; ODSP recipients are eligible for cleanings only (if these cleanings are required and above their allowed coverage) and OW recipients are only eligible for a cleaning with the dental hygienist

**Fee:** Free

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## Parkdale Queen West Community Health Centre, Reduced Fee Dental Services

168 Bathurst St., Toronto, ON

[pqwchc.org/programs-services/dental-services/reduced-fee-dental-services](http://pqwchc.org/programs-services/dental-services/reduced-fee-dental-services)

416 703-8482, ext. 2203

**Services offered:** Basic dental services for a reduced fee, including dental examinations, x-rays, cleanings, fillings, extractions and selected root canals

**Eligibility:** Youth and adults living in Toronto

**Fee:** Contact the service for more information about their fees

**Note:** Contact the service to see if they are accepting new patients

## Health Care for People Who Are Underhoused or Underserved

### Imagine Clinic

168 Bathurst St., Toronto, ON

[imagine-clinic.squarespace.com/clinic](http://imagine-clinic.squarespace.com/clinic)

**Services offered:** Drop-in service offering holistic care and referrals from students and their instructors in medicine, nursing, pharmacy, physiotherapy and social work

**Eligibility:** People who are underserved and homeless in downtown Toronto; no ID or OHIP card is required

**Fee:** Free

**Note:** The clinic is only open on Saturdays from 10:00 a.m. to 2:00 p.m.

### Inner City Family Health Team

69 Queen St. E., 4th Floor, Toronto

<http://innercityfht.ca/>

416 368-5666

**Services offered:** Care from doctors and nurse practitioners, physiotherapists, chiropractors, neuropsychologists, social workers and other mental health practitioners; health care includes mental health services (e.g., counselling, harm reduction, education, psychosocial assessments, intake); community resources available on their website under “Resources”

**Eligibility:** Clinic available to men who currently use the Seaton House Shelter or have stayed there in the past; people who are homeless, have a recent history of homelessness or are precariously housed; people who do not have a regular family doctor

**Referral:** No referral is required. Call ahead to book an appointment, or drop-in during clinic hours if you meet the eligibility criteria listed above. If you arrive near the end of the day and the clinic is full until closing, an appointment will be made for you for the next day.

**Note:** Drop-in hours are Mondays 5:00 to 7:00 p.m., Tuesdays 9:00 to 11:30 a.m., Thursdays 5:00 to 7:00 p.m. and Fridays 1:30 to 3:30 p.m. Check their [website](#) for additional hours available for scheduled appointments.

### Sherbourne Health, Acute Respite Care (ARC) Program

333 Sherbourne St., Toronto, ON

[sherbourne.on.ca/acute-respite-care](http://sherbourne.on.ca/acute-respite-care)

416 324-4108

**Services offered:** Short-term health care unit offering 24/7 care for people expected to recover from a medical condition in a short period time and who do not need hospital care

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**Eligibility:** People 16 years and older who are homeless, underhoused and/or socially isolated and in need of a safe place to recuperate from an acute medical condition, illness, injury or surgery; no OHIP card is required

**Referral:** Referrals accepted from community-based health and social service programs, hospitals, drop-ins, outreach programs, shelters and from individuals directly (complete the referral form on their website and fax it to 416 324-4258)

**Note:** This program is not meant to replace other forms of health care such as emergency or urgent assessment, crisis, mental health or addiction services

## Street Health

338 Dundas St. E., Toronto, ON

[www.streethhealth.ca](http://www.streethhealth.ca)

416 324-4108

**Services offered:** Nursing clinics, community health programs, harm reduction programs, health card access support, ID Safe and overdose prevention sites

**Eligibility:** People who are homeless or underhoused living in the neighbourhood around Dundas St. E. and Sherbourne St.

**Note:** The nursing clinic and ID replacement clinic are at different locations and open at different times each day of the week, see their website for a detailed listing

## The West End Non-Insured Walk-in Clinic (Access Alliance)

340 College St., Toronto ON

[accessalliance.ca/programs-services/primary-health-care/walk-in-clinic](http://accessalliance.ca/programs-services/primary-health-care/walk-in-clinic)

416 760-2810

**Services offered:** Confidential health care services on a first-come, first-serve basis, including episodic care (attention to a specific medical problem), telephone interpretations and referrals to other health care providers/specialists; midwives available to see pregnant women on Thursdays

**Eligibility:** People living in Toronto who don't have a family doctor or health insurance (people are not eligible if they have OHIP private health insurance, are a visitor or a student or if they are covered by the Interim Federal Health Program [IFHP] or Ontario Temporary Health Program [OTHP])

**Fee:** Free

**Note:** Clinic operates Mondays and Thursdays from 4:30 to 7:30 p.m.

## ID Clinics

### Partners for Access and Identification (PAID)

[www.neighbourhoodlink.org/index.php?page\\_id=239](http://www.neighbourhoodlink.org/index.php?page_id=239)

**Services offered:** 40 clinics around the GTA that help people access health care and sources of income such as pensions and other services

**Eligibility:** The PAID clinics can support people in obtaining the following documents: birth registration, Canadian birth certificate, Verification of Status replacement (formerly know as Record of Landing) and Ontario health care (if the person does not have an address and ID)

**Note:** Refer to the website for information on the various clinics, hours of operation, location and closures

## Street Health

338 Dundas St. E., Toronto, ON

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[www.streethealth.ca/street-resources/id-replacement](http://www.streethealth.ca/street-resources/id-replacement)

416 921-8668 ext. 227

**Services offered:** A schedule of identification clinics for clients looking to replace or obtain legal identifications

**Eligibility:** Anyone who needs help replacing or obtaining legal ID

**Note:** Only 30 people can be seen at each clinic, so it's best to arrive early to sign up; refer to their website for their ID replacement clinic hours and locations (their schedule changes often)