

Health Services for People without a Family Doctor or Nurse Practitioner

The services and resources listed do not require a referral. Some require a valid OHIP card.

IF YOU ARE EXPERIENCING A HEALTH EMERGENCY, CALL 911

911



Responds to life or property threatening emergencies

211



Connects you to non-emergency community and social services and government support programs

811



Connects you to a qualified health professional who can provide health advice and information
Health811.ontario.ca

988



Suicide Crisis Helpline
Connects you to a crisis responder and a safe space to talk
www.988.ca

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Looking for a family doctor or primary care nurse practitioner? Register [online](#) with **Health Care Connect** or by calling 811.



Urgent Care: Walk-In Clinics



St Thomas Walk-In Clinic

230 First Ave, Suite 105, St. Thomas
519-633-9627

Monday to Friday, 6 PM – 9 PM

Saturday & Sunday, 9 AM – 3 PM

Urgent Care: Virtual Care



Health811

Receive advice from a nurse, ask questions about symptoms, find local services and get health information.

Call 811 (TTY 1-866-797-0007)

www.Health811.ontario.ca

Virtual Urgent Care Ontario

Connect virtually (video or phone) with a doctor or nurse practitioner if you need access to timely care.

1-844-227-3844

After Hours: 811 (TTY 1-866-797-0007)

Book online: www.urgentcareontario.ca

Adult appointments: Monday to Friday 1 PM – 9 PM,

Saturday & Sunday 8 AM – 4 PM

Child/Youth appointments: Monday to Friday 1 PM – 5 PM

A virtual urgent care appointment may be right for you if you or a loved one have a medical issue that is **NOT life-threatening but requires urgent medical attention.** There is no cost for accessing virtual primary care services with a valid OHIP card.

Crisis Supports: Mental Health and Addictions



Clinic 217: St. Thomas Rapid Access Addiction Medicine (RAAM) Clinic

A clinic for people aged 18+ who are struggling with alcohol or opioid use.

Call or drop in.

475 Talbot St., St. Thomas

519-631-9040

Monday: 8:30 AM – 7:00 PM, Tuesday: 8:30 AM – 11:30 AM,

Friday: 8:30 AM – 3:30 PM, Closed statutory holidays

Kids Help Phone

E-mental health service offering free, multilingual and confidential support to help all young people, open 24 hours a day, 7 days a week.

1-800-668-6868

[Kidshelpphone.ca](https://www.kidshelpphone.ca)

Reach Out 24/7

Free, confidential mental health and addictions support and services line, open 24 hours a day, 7 days a week.

519-433-2023 / 1-866-933-2023

www.reachout247.ca

Suicide Crisis Helpline

A safe space to talk, open 24 hours a day, 7 days a week

Call 988

www.988.ca

Wellkin 24/7 Line

Urgent access therapy for children and youth.

Available 24 hours a day, 7 days a week.

1-877-539-0463

Withdrawal Management Services: Canadian Mental Health Association Thames Valley Addiction and Mental Health Services

A safe space for individuals to withdraw from substances in St. Thomas.

Open 24 hours a day, 7 days a week.

A referral can be placed through CMHA or any community partner.

Call 519-668-0557 to confirm space.

cmhatv.ca/programs-services/wms/



If you are experiencing a medical emergency, **call 911.**

If you need to talk to someone urgently, there are many options available to help you.

You don't need a formal diagnosis to talk to someone. Feeling anxious, sad, or overwhelmed is a reason enough to reach out. Free, confidential support is always available.

Non-Urgent Health Clinics



Elgin Community Health Hub

230 First Avenue, Suite 109, St. Thomas

Appointment required

Monday to Friday, 8 AM - 4 PM

Call 519-473-0530 x 2258 or book online at:

www.thamesvalleyfht.ca

East Elgin Family Health Team – Nurse Practitioner Community Outreach Clinic

9254 Plank Road, Strathfordville

Appointment required

Monday, Wednesday, & Thursday, 9 AM – 4 PM

Call 519-773-3715

Open to people who live in Aylmer, Malahide or Bayham

Team-based primary care supports help diagnose and treat illnesses and injuries, manage chronic illnesses, provide prenatal care, and make connections to other healthcare supports in the community.

Many local pharmacists can also help treat minor ailments. Check with your local pharmacy about what they offer.

Cancer Screening



Breast Cancer Screening (mammogram)

Individuals 40-74 years old can self-refer to [Ontario](#)

[Breast Screening Program \(OBSP\)](#)

www.cancercareontario.ca/en/cancer-care-ontario/programs/screening-programs/ontario-breast-obsp

St. Thomas Elgin General Hospital

Book an appointment: 519-631-2023, ext. 2517

Cervical Cancer Screening (HPV test)

Individuals 25-70 years old can book an appointment with Southwestern Public Health

Call: 1-800-922-0096

Colon Cancer Screening

Individuals 50-74 years old can call 811 (TTY 1-866-797- 007) to have a

fecal immunochemical test (FIT) mailed to them.

For general information about cancer screening and prevention, visit: <https://www.ontario.ca/page/cancer-prevention-and-care>

You can also complete a cancer risk assessment and get your personalized action plan at:

www.mycanceriq.ca

Chronic Disease Management & General Health and Wellbeing



Diabetes Education: West Elgin Community Health Centre

Supports for adults 18+ with diabetes or who are at risk of diabetes.

Two locations:

153 Main St., West Lorne

519-768-1715 ext. 2301

424 Talbot St W, Unit L9 Aylmer

519-765-4797

To learn more visit: wechc.on.ca/programs-and-services/diabetes-education

East Elgin Family Health Team Group Programs

Free programs open to the public on a variety of topics such as nutrition, healthy cooking, feeding your baby, heart health, and healthy lifestyle.

To learn more visit: www.eefht.ca/programs/

Ontario Caregiver Organization

Supports for anyone providing physical or emotional care to a family member, partner, friend, or neighbour. Services include a helpline (24 hours a day, 7 days a week), one-on-one peer support, caregiver wellness programs, and educational resources.

Call: 1-833-416-2273

Email: info@ontariocaregiver.ca

Visit: www.ontariocaregiver.ca

SouthWest Self-Management

Free information and training for clients, caregivers and health care providers to support people to better manage their chronic health conditions. Programs offered in-person and virtually such as:

- Getting the Most from Your Healthcare Appointment
- Living a Healthy Life with Chronic Conditions
- Powerful Tools for Caregivers

1-855-463-5692 (toll-free) or email info@swselfmanagement.ca

To learn more visit: www.swselfmanagement.ca/

Thames Valley Family Health Team Group Programs

Free, virtual programs open to the public on a variety of topics such as maintaining a healthy weight, healthy sleep, heart health, prenatal information, falls prevention, managing your blood sugars.

To learn more visit: www.thamesvalleyfht.ca

Home and Community Supports and Services



211 Ontario: Social Services and Community Supports

A helpline to connect people to non-emergency social services, programs and community supports.

Call 2-1-1 (24 hours a day, 7 days a week) or

Search online: 211ontario.ca/search/

Community Support Services Central Intake

For people 55+ or 18+ with disabilities, make one call to get connected to services like:

- Transportation
- Meals on Wheels
- Exercise Programs
- Homemaking Supports
- Dementia and Brain Injury Supports

No referral is needed. Fees may apply for some services. Call 1-888-866-7527

Ontario Health atHome: Home Care and Long-Term Care

Health care services offered at home, school, and in the community, as well as access to supported living programs and long-term care, are coordinated by Ontario Health atHome. Call: 310-2222 (no area code required)

To learn more, visit: ontariohealthathome.ca

Referral not required.

Prenatal and Children's Health Resources



Birth and Beyond Elgin

East Elgin Family Health Team's Nurse Practitioners provide access to pre- and post-natal health care for pregnant women and new mothers.

Self-referrals or referrals from the community are welcome.

Visit for online referral form: www.eefht.ca/birth-and-beyond-elgin/

First Five

A program for children aged 0-5 years old who do not have current access to primary care.

To register, call 519-768-1715, ext. 2301 or visit:

www.wechc.on.ca/programs-and-services/first-five-west-elgin

Clinics held in St. Thomas and West Lorne.

Healthy Babies, Healthy Children

A free province-wide program for families who are pregnant or with young children up to school-age. www.swpublichealth.ca/classes-clinics-and-services/pregnancy-and-baby-supports/healthy-babies-healthy-children/

Midwives**Thames Valley Midwives**

Aylmer Satellite Clinic:
424 Talbot St. West, Aylmer (East Elgin
Family Health Team)
Tuesday only. 519-433-5855
Visit: <https://tvm.on.ca/>

Elgin County Midwives

Serving St. Thomas, Aylmer and
Elgin. 519-637-2224
Visit: www.elgincountymidwives.com/

Nurse-Family Partnership®

A free program for those 24 years old or younger, pregnant with your first child or preparing to parent for the first time, less than 28 weeks pregnant and facing social or financial challenges.

Visit: www.swpublichealth.ca/classes-clinics-and-services/pregnancy-and-baby-supports/nurse-family-partnership/

Pregnancy and Baby Supports

Free online prenatal classes.

For more information, visit Southwestern Public Health at:

www.swpublichealth.ca/classes-clinics-and-services/pregnancy-and-baby-supports/prenatal-education-and-support/

Additional Resources

**Closing the Gap: OHIP covered Physio**

Comprehensive physiotherapy and rehabilitation services for those with OHIP coverage that are under 18, over 65, and those covered by the Ontario Disability Support Program and Ontario Works.

<https://www.closingthegap.ca/locations/elgin-st-thomas/>

Dental Care: Canadian Dental Care Plan

The Canadian Dental Care Plan is available for Canadian residents 65 years+, children under 18, and adults with a federal disability tax credit. Several dentists in St. Thomas and Elgin County are Canadian Dental Care Plan providers.

[Canadian Dental Care Plan - Canada.ca](http://CanadianDentalCarePlan-Canada.ca)

Need help in a language other than English? Ask the service if interpretation is available. You can also **call 211 for help** in over 150 languages.

Eye Exams: Optometrists

For those under 20 and over 65, OHIP provides comprehensive coverage for [routine eye examinations](#). Adults aged 20-64 with specific medical conditions (e.g., diabetes) may also qualify for OHIP coverage and require documentation from a healthcare provider.

Visit the College of Optometrists of Ontario website to [Find an Optometrist Near You](#)

Find a Physiotherapist

This online tool provides detailed information about all registered physiotherapists in the province: <https://portal.collegept.org/en-US/public-register/>

Health Records Access (Hospitals): ConnectMyHealth

A free, digital health solution that provides you online access to view your health records from participating hospitals in Southwestern Ontario.

Register for your account at www.info.connectmyhealth.ca

Immunization clinics for infants, children and adults: Southwestern Public Health

Southwestern Public Health offers immunization and flu shot clinics, and school vaccinations. Please note, Southwestern Public Health does not provide travel vaccines.

Call 1-800-922-0096 or book online www.swpublichealth.ca/en/classes-clinics-and-services/immunization-clinics.aspx

Mental Health Supports: Ontario Structured Psychotherapy

Ontario Structured Psychotherapy offers free, short-term, evidence-based Cognitive Behavioural Therapy (CBT) for adults 18+ living in Ontario who have depression, anxiety, or anxiety-related concerns. www.ospwest.ca

Sexual Health Clinics & Testing: Southwestern Public Health

Southwestern Public Health can help you take care of your sexual health, whether you need birth control, testing for a sexually transmitted infection, or just have questions.

Book online or call 519-631-9900 ext. 1278.

www.swpublichealth.ca/classes-clinics-and-services/sexual-health-clinics

Sexually Transmitted Infection Test Kit

GetaKit is a free, Ontario-wide program that offers confidential at-home HIV self-testing and lab-based STI testing, allowing individuals to access sexual health services discreetly and conveniently through an online platform.

<https://getakit.ca/>

Sports Medicine

For sports-related injuries requiring an assessment by a physician with a specialization in sports medicine, consider contacting:

Arbeau Sports Medicine Centre, 519-601-2232, www.asmcentre.com

Fowler Kennedy Sport Medicine, 519-661-3011, www.fowlerkennedy.com



Stay Connected



[@ElginOntarioHealthTeam](https://www.facebook.com/ElginOntarioHealthTeam)



www.linkedin.com/company/elgin-ontario-health-team



www.elginohht.ca



info@elginohht.ca



This document will be updated as necessary. Please go to the Elgin Ontario Health Team website at www.elginohht.ca/find-services to view the most up-to-date version.

If we are missing a resource or something needs editing in this document, please let us know at info@elginohht.ca so we can improve this guide.

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#OHTs #OntarioHealthTeam