

# INSTRUCTIONS TO GUIDE CK RESIDENTS WHO ARE LOOKING FOR A FAMILY PHYSICIAN OR PRIMARY CARE NURSE PRACTITIONER

## Have you registered for the Health Care Connect Waitlist?

If you do not currently have a family physician or primary care nurse practitioner you can register for Health Care Connect to get on the waitlist. Family doctors and nurse practitioners are accepting patients across Chatham-Kent.

For the Health Care Connect Waitlist, you must have a valid health card #, there are two ways to register:

1. Call 811 to speak to a nurse who will ask you a short series of questions.
2. Register online at Health Care Connect:

<https://www.ontario.ca/healthcareconnect> to enter your information online quickly and easily.

## Primary Care Options While You Are Waiting:

BridgeCare is open on weekends where you can walk-in or pre-book an appointment. On weekdays select appointments are available to pre-book. Go to [www.ckoht.ca/bridgecare](http://www.ckoht.ca/bridgecare) to pre-book an appointment or find out more information about the clinic. You can also call 519-354-2172 ext. 7 on weekends to see if clinic has reached capacity.

MobileCare is a walk-in clinic on wheels which travels to different locations across Chatham-Kent. To find out the locations and more information visit

<https://ck.mobilecareclinic.ca> You can also call 1-866-299-7447 (7:00am–7:00pm).

## Additional Options include:

Tilbury Walk-In Clinic [tilburywalkinclinic.com](http://tilburywalkinclinic.com)

Apollo Medical Center <https://apollomd.ca/chatham>

Keil Drive Medical Clinic <https://keildrivemedclinic.com/>

Virtual Urgent Care [www.urgentcareontario.ca](http://www.urgentcareontario.ca)



# HEALTH CARE CONNECT

## FREQUENTLY ASKED QUESTIONS

### What is Health Care Connect?

Health Care Connect (HCC) is a free Ontario program that helps people without a family doctor or nurse practitioner get connected to one. You'll provide basic information about yourself and your health care needs, and HCC will match you with a local provider as spots become available.

### How do I register?

You can register online or by phone:

**Online:** <https://www.ontario.ca/healthcareconnect>

**Phone:** 811

### Why should I register with HCC?

- It increases your chances of being matched with a family doctor or nurse practitioner.
- It's free and available to all Ontarians without a primary care provider.
- It helps local planning — registering gives the team better data to support physician and nurse practitioner recruitment in Chatham-Kent.

### I've been on the waitlist for a long time — what now?

We recognize that some people may be on the HCC waitlist for a long time, and that can feel discouraging. Wait times depend on physician and nurse practitioner availability and capacity in the community. Being on the waitlist does not mean you've been forgotten — it means you are registered and eligible to be matched when space opens up.

### Where can I access care while I wait?

- BridgeCare Clinic
- Mobile Care Clinic
- Tilbury Walk-In Clinic
- Keil Drive Medical Clinic
- Apollo Medical Center
- Virtual Urgent Care

### What primary care teams are in Chatham-Kent?

You may be connected to a provider through one of Chatham-Kent's primary care teams, where care is supported by a team of health professionals:

- Chatham-Kent Community Health Centres
- Chatham-Kent Family Health Team
- Tilbury District Family Health Team
- Thamesview Family Health Team

### What if I already have a family doctor or nurse practitioner outside of my community?

Health Care Connect is for anyone, with or without a primary care provider who is need of one. You can register if you currently have a family doctor.