

## Family Doctor

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Your family doctor (or nurse practitioner) is the best option for your general health maintenance and concerns. Following a hospitalization, it is especially important to schedule an appointment with your family doctor or nurse practitioner. They can ensure that you are recovering well and answer any questions you may have about your health.

### A family doctor can provide:

- diagnosis and treatment for common illnesses and injuries
- 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)
- prescriptions for medication
- regular check-ups including physicals and routine screening tests (e.g., for cancer)

### What nurse practitioners do:

A nurse practitioner is a registered nurse who has additional education and experience. Nurse practitioners provide **most of the same services doctors** can, but with **some exceptions**. For example they are unable to prescribe some medication. However, if you need services beyond what they're able to provide, they can consult with or connect you to a doctor who can help.

### Availability

Some family doctor offices offer extended hours in the evenings or on weekends to facilitate the needs of their patients. Ask your doctor's office if they provide after-hours services or do house calls in exceptional circumstances.

### If you don't have a family doctor or nurse practitioner:

**Contact Health Care Connect at 1-800-445-1822.** Health Care Connect refers Ontarians who don't have a physician to a family health care provider who may be accepting new patients. You will be referred to a family physician or a nurse practitioner in your community, once one is found. You are then responsible for calling to book an appointment.

Patients without a family doctor in Bancroft/North Hastings can call or visit the local Family Health Team at (613) 332-1565 to sign up for the wait list or visit [www.bancroftfht.com](http://www.bancroftfht.com) to sign up electronically.

# HEALTH CARE OPTIONS

*When you are ill or injured, sometimes your family doctor (if you have one) may not be available or may not be the best option for the care that you require. This resource will help you determine where to go and when.*

## Telehealth

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Telehealth Ontario is a free, confidential service you can call to get health advice or information. A Registered Nurse will take your call 24 hours a day, seven days a week. Telehealth Ontario nurses will not diagnose your illness or give you medicine. They will direct you to the most appropriate level of care or may put you in contact with a health professional who can advise you on your next steps.

### Contact

Anyone can call Telehealth Ontario at **1-866-797-0000** to ask a health-related question. This service is provided in both English and French (with translation support for some other languages).

## Walk-in Clinics

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Walk-in clinics provide medical care for people who do not have a family doctor or have one and are unable to connect with them. You can see a nurse or doctor, often without an appointment, at a walk-in clinic. They can provide advice, assessment and treatment for minor illnesses and injuries such as cuts, bruises, minor infections, sprains and skin complaints.

### When to use this option

- You're in a non-urgent situation
- Your family doctor's office is closed or if you don't currently have a family doctor
- You need care for minor illnesses and injuries including infection and rashes, emergency contraception and advice, stomach upsets, cuts and bruises, and burns and strains

**The following page provides a list of local walk-in clinics**

## Local Walk-In Clinics for people requiring non-urgent medical attention:

(bring your health card and any pills or medications that you are taking)

Walk-In Clinic	Type of Walk-In Clinic	Hours	Address	Phone
<b>Bayview Medical Clinic</b>	Doctor on site.	Mon-Fri: 5pm-9pm Sat-Sun: 10am-5pm	<b>274 Dundas St., Suite 105, Belleville</b>	613-968-5709
<b>Great Lakes Walk-In Clinic Belleville</b>	Telemedicine (nurse and teleconference with doctor)	Mon-Fri: 9am-6pm	<b>Unit 5 - 690 Sidney St., Belleville</b>	613-967-9595
<b>Kente OTN</b>	Telemedicine (nurse and teleconference with doctor)	Mon-Fri: 9am-5pm	<b>470 Dundas St. E, Belleville (Bayview Mall, N.E. corner)</b>	613-779-5787
<b>Good Doctors Walk-In Clinic (Quinte IDA Pharmacy)</b>	Telemedicine (nurse and teleconference with doctor)	Mon-Fri: 9:30am – 5:30pm	<b>144 North Front Street, Belleville</b>	613-779-0990
<b>Great Lakes Walk-In Clinic Trenton</b>	Telemedicine (nurse and teleconference with doctor)	Mon-Fri: 9am-5pm	<b>290 Dundas St. W, Unit 3, Trenton</b>	613-955-0707
<b>Good Doctors Bancroft</b>	Telemedicine (nurse and teleconference with doctor)	Mon-Fri: 9am-5pm	<b>90 Hastings St. N, Bancroft</b>	1 (888) 818-3254

## Emergency Departments

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Emergency departments provide treatment of severe illnesses and life-threatening injuries 24 hours a day, 365 days a year.

### Services

May vary by location:

- urgent medical attention for serious conditions and injuries
- access to a wide range of health care specialists and diagnostic equipment

### When to use this option

If you need urgent medical attention for serious illness or injury, visit an emergency department. A doctor or nurse will assess your condition and decide on a course of treatment.

Call 911 when you need emergency care for symptoms like:

- loss of consciousness
- pain not relieved by pain medication
- confusion
- persistent, severe chest pain
- breathing difficulty

### Referrals/Appointments

You do not need a referral or appointment to use this service. Walk in.

### Contact

**QHC-Belleville General Hospital**

265 Dundas Street East, Belleville, Ontario  
Phone: (613) 969-7400

**QHC-Trenton Memorial Hospital**

242 King Street, Trenton, Ontario  
Phone: (613) 392-2540

**QHC-Prince Edward County Memorial Hospital**

403 Main Street East, Picton, ON  
Phone: (613) 476-1008

**QHC-North Hastings Hospital**

1H Manor Lane, P.O. Box 157, Bancroft, Ontario  
Phone: (613) 332-2825

## When to go to the Emergency Department

*Go to the nearest ED for these and other emergencies:*



Difficulty breathing or shortness of breath when doing very little or resting.



Severe stomach pain.



Seizures or convulsions



Confusion or disorientation



Chest pain or tightness in the chest



Continuous vomiting or severe diarrhea with signs of dehydration such as dry tongue, dry mouth, decreased peeing (no urine for the past 6-8 hours), or very yellow/orange dark urine.



Stiff neck and sensitivity to light.



A broken bone or a wound that may need stitches



Your infant, under three months of age, has a fever over 38.5C or 101F or has a fever and it is difficult to wake her/him.

**Go to your nearest Emergency Department if you are experiencing any of the following:**

- Difficulty breathing or shortness of breath when doing very little or resting
- Continuous vomiting or severe diarrhea with signs of dehydration such as dry tongue, dry mouth, decreased peeing (no urine for the past 6-8 hours), or very yellow/orange, dark urine
- Stiff neck and sensitivity to light
- Seizures or convulsions
- Confusion or disorientation
- Chest pain or tightness in the chest
- A broken bone or a wound that may need stitches
- Sudden, severe headaches, vision problems, sudden weakness, numbness and/or tingling sensations, trouble speaking, dizziness
- Your infant, under three months of age, has a fever over 38.5C or 101F
- Your child has a fever and it is difficult to wake her/him