Understanding Health Care Services in Ontario

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Family Doctor (Primary Care Physician)

What Is It?

- A doctor who serves as your main health care provider
- Also known as a General Practitioner (GP) or Family Physician

Purpose

- Provides primary health care
- Maintains your complete medical history
- Performs regular check-ups and preventive care
- Manages chronic conditions
- Refers you to specialists when needed
- Provides prescription renewals

When to Use

- Regular check-ups
- Minor illnesses (cold, flu, sore throat)
- Minor injuries
- Ongoing health issues
- Prescription renewals
- Preventive care
- Routine vaccinations

How to Access

- Register through Health Care Connect or find a family doctor by contacting an Ontario physician to ask if they are accepting patients
- Appointments usually required
- Registration period may take a few weeks

Walk-in Clinic

What Is It?

- Medical clinic where you can see a doctor without an appointment
- Staffed by licensed physicians
- Available in many locations across cities

Purpose

- Treats minor, non-emergency medical issues
- Provides care when you can't see your family doctor

- Offers basic medical services

When to Use

- Minor illnesses (cold, flu, sore throat)
- Minor injuries
- Simple prescription renewals
- When your family doctor is unavailable
- Need same-day medical attention

How to Access

- No appointment needed
- First-come, first-served basis
- Wait times: 1-3 hours typically

Urgent Care Centers

What Is It?

- Medical facilities for urgent but non-life-threatening conditions
- Better equipped than walk-in clinics
- Less intensive than emergency rooms

Purpose

- Treats serious but non-life-threatening conditions
- Provides more advanced care than walk-in clinics
- Reduces burden on Emergency Rooms

When to Use

- Sprains and minor fractures
- Cuts requiring stitches
- Severe sore throat
- High fever
- Dehydration
- Moderate asthma attacks
- Minor burns

How to Access

- No appointment needed
- Shorter wait times than Emergency Room (ER)
- Usually open extended hours

Emergency Room (ER)

What Is It?

- Hospital department for serious, life-threatening conditions
- Open 24/7
- Staffed with emergency medicine specialists

Purpose

- Treats severe, life-threatening conditions
- Provides immediate, emergency medical care
- Handles major trauma and critical conditions

When to Use

- Chest pain or difficulty breathing
- Severe bleeding
- Major trauma or head injury
- Severe burns
- Stroke symptoms
- Loss of consciousness
- Severe allergic reactions
- Poisoning

How to Access

- Open 24/7
- Call 911 for ambulance if needed
- Cases are prioritized by severity, non urgent cases may experience long wait times

Hospital

What Is It?

- Large medical facility providing comprehensive health care
- Contains multiple departments and specialties
- Offers both inpatient and outpatient care

Purpose

- Provides specialized medical care
- Handles complex medical procedures
- Offers comprehensive diagnostic services
- Provides emergency and intensive care
- Houses medical specialists

When to Use

- Scheduled surgeries
- Specialist appointments
- Complex diagnostic tests
- Intensive care needs
- Emergency care (through ER)
- Specialized treatments

How to Access

- Referral needed for most services
- ER is open for emergencies only
- Appointment required for scheduled procedures

Important Tips:

If you have a non-life-threatening medical problem that requires immediate attention, you can go to a walk-in clinic where you can see a doctor without making an appointment. It is recommended that you visit one of Morcare's Preferred Provider Network clinics or call Morcare at 416-216-5735 and 1-888-985-1552 to avoid upfront cost. Morcare can assist you to set-up appointments for medical visits. Please present your Morcare Medical Card during your medical visits. Most places will accept the Morcare Medical card. However, some clinics may charge a fee. You can submit your receipt and claim form to Morcare for a reimbursement of the fee.

It's recommended not to go to Emergency Room (ER) for non-urgent medical issues that can be addressed at a clinic by a nurse or a doctor.

Connect with a registered nurse 24/7 for free: call 811 or 1-866-797-0007. You can also chat live online.

Seneca Medical Centre is located at Newnham Campus in A3000. The Medical Centre is not a walk-in clinic. To book your appointment, please contact the Seneca Medical Centre clinic either by email at seneca.health@senecapolytechnic.ca or by phone at 437-312-0370, and provide your name, contact number and Seneca ID.

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