

Unattached Patient - Care Options

UCFHT Unattached Patient Clinic - Mallorytown:

The UCFHT Unattached Patient Clinic is for **Leeds & Grenville residents** who are not attached to a family doctor. This is not a walk-in clinic. All patients are **required to make an appointment**. An OHIP card **is required** for an appointment.

Address: appointment:

1489 County Road 2
appointment, phone
P.O. Box 56
8:30am - 4:00pm
Mallorytown, On K0E 1R0
Tel: 613-923-1175 Fax: 613-923-1552

How to book an

Call 613-923-1175 to book an
lines are open Monday to Friday

Hours of Operation:

The hours are subject to change, please check the website regularly.

<https://www.ucfht.com/mallorytown>

Monday: 9:00am - 4:00pm
Tuesday: 9:00am - 4:00pm
Wednesday: 9:00am - 4:00pm
Thursday: 9:00am - 4:00pm
Friday: 9:00am - 4:00pm
Saturday & Sunday: Closed

For More Information:

Ontario Health Clinical Services – Health811 and Regional Virtual Urgent Care Programs

- For non-urgent health inquiries and questions including those regarding respiratory illnesses, Ontarians can access Health811 24 hours a day, seven days a week by calling 811 (TTY: 1-866-797-0007) or by visiting <https://health811.ontario.ca/> to chat live online.
- Through this service, Ontarians can get free health advice from a registered nurse, find local health services including virtual urgent care, check their symptoms online and browse trusted health information.

Community Pharmacies: How pharmacies can help you

- Medication procurement/advice
- As of January 2023, pharmacists in Ontario can prescribe medications for minor ailments, including:
 - Allergic rhinitis
 - Conjunctivitis (bacterial, allergic, and viral)
 - Dysmenorrhea
 - Hemorrhoids
 - Tick bites, post-exposure prophylaxis to prevent Lyme disease
 - Musculoskeletal sprains and strains
 - Candidal stomatitis (oral thrush)
 - Dermatitis (atopic, eczema, allergic and contact)
 - Gastroesophageal reflux disease (GERD)
 - Insect bites and urticaria (hives)
 - Urinary tract infections (uncomplicated)

Unattached Patient - Care Options

Patients are encouraged to speak to their pharmacist to find out what healthcare services they offer and whether they are right for their needs. Having the legislated authority to prescribe for minor ailments does not mean all pharmacists must offer or provide this service.

- COVID-19 testing
 - Verify testing eligibility and locations before going: <https://www.ontario.ca/assessment-centre-locations>
- COVID-19 vaccinations
- Influenza vaccinations

In Person Clinics

- CHEO Kids Come First Care Clinic <https://211ontario.ca/service/89147691/cheo-kids-comes-first-care-clinic/>
 - The Kids Come First Care Clinic is available for in-person assessment for children and youth with acute illnesses which include a fever, cough, earache, sore throat or runny nose. The clinic is located at CHEO's main campus, 401 Smyth Road, Ottawa Ontario and is by appointment only
- Kingston Health Sciences Centre Urgent Care Centre: <https://kingstonhsc.ca/programs-and-departments/urgent-care-centre>
 - When a same-day appointment isn't available with your family doctor or a walk-in clinic and your health concern needs to be addressed within 24 hours, the Urgent Care Centre is where to go for non-life-threatening illness or injury. Hotel Dieu Hospital (HDH) site at 144 Brock Street in Kingston
- Kingston Health Sciences Centre Children's Outpatient Clinic (COPC: <https://kingstonhsc.ca/pediatric-care/childrens-outpatient-clinic-copc>)
 - The clinic will open at 9:00 a.m., and close when the maximum number of patients has been registered, or at the standard closing time of 4:00 p.m., whichever comes first.
 - Located at the Hotel Dieu Hospital (HDH) site at 166 Brock Street on Jeanne Mance 1

Virtual appointments

- Regional Virtual Urgent Care Programs: <https://www.virtualcareontario.ca/>
 - Offer coverage by nurse practitioners for those without a primary care clinician or for those unable to reach their clinician through the following regional locations
- Tia Health: Canadian Online Doctors Appointments: <https://tiahealth.com/>
 - Tia Health offers online doctor appointments with a network of family doctors, specialists, dietitians, naturopaths, counselors, nurse practitioners, ophthalmologists, physiotherapists, and more.
- Gotodoctor: <https://gotodoctor.ca/>
- Cover Health: <https://cover.health/>
- Telus Health: <https://www.telus.com/en/health/my-care>

Mental Health and/or Addictions Concerns

- If you or a loved one are experiencing a mental health crisis, call or text 9-8-8. <https://988.ca/>
 - Support is available 24 hours a day, 7 days a week
- Lanark, Leeds and Grenville Addictions and Mental Health: <https://llgamh.ca/>
 - For adults, aged 16+
- Children's Mental Health of Leeds and Grenville: <https://www.cmhl.ca/>
 - For children and youth, under 16
- Access MHA: <https://www.accessmha.ca/>
 - Visit AccessMHA.ca to be paired with a trained professional who will connect you to mental health and addiction services.

Unattached Patient - Care Options

Emergency Department

Always seek emergency care when life or limb are at risk, or for a mental health crisis. Go to the nearest Emergency Department or call 9-1-1.

Examples of when to visit the Emergency Department:

- Chest pain or difficulty breathing
- Fainting/change in mental state
- Concussion/confusion
- Cuts that may require stitches
- Severe cold or flu symptoms
- Weakness/numbness on one side
- Head or eye injury
- Broken bones and dislocated joints
- Facial lacerations
- Vaginal bleeding with pregnancy
- Slurred speech
- Serious burns
- Fever with a rash
- Seizures
- Mental health crisis