

# Frequently Asked Questions

## Health Care Connect

### What is Health Care Connect?

Health Care Connect is a program that will help people without a regular family doctor or nurse practitioner find one in their community. The program identifies family doctors or nurse practitioners who are accepting patients and links them with people who need a family doctor or nurse practitioner. All you need is a valid Ontario health card with an updated address.

### What if I was previously registered on the Couchiching waitlist?

If you were previously on the Couchiching waitlist, please note that it is now closed. If you have already added your name to the Couchiching waitlist, you will be contacted by a member of our team to confirm your needs and ensure that you have been registered on Health Care Connect. You can also register directly using the contact information below.

### What if I have a provider outside of my current community?

Anyone can register with Health Care Connect. You do not need to de-roster from your current provider.

### How long will I have to wait to be connected?

Connection times can vary based on factors such as provider availability, your specific health care needs, patients preference(s), and local demand. People with greater health needs – including chronic conditions or complex health issues – may be prioritized based on Ministry of Health clinical guidelines.

### Contact Information

Call 8-1-1

TTY: 1-800-855-0511

Register online at <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner> or scan the QR code below

