What to do if you need health care:

**IN CASE OF EMERGENCY, CALL 911**

**Urgent or critical condition**
- Go immediately to the emergency room of the nearest hospital (or urgent care centre if your condition is not life-threatening).
- If you are incapable of making your own way to the ER, call 911 to request an ambulance.
- For help assessing the seriousness of your condition, call Telehealth Ontario (1.866.797.0000) to speak to a registered nurse 24/7.
- If the incident or illness occurs while you are in clinic or are about to start, inform your clinical supervisor as soon as possible so that patient care can continue during your absence.
- For the nearest ER or urgent care centre anywhere in Ontario, go to hco-on.ca and search on your location.
- NB: If you are working in a hospital for a clinical rotation or experience, present your hospital badge when you register at the ER.

**Non-urgent and non-critical condition**

- Call your family doctor to arrange an appointment
- If you are calling outside of office hours, listen for information on the nearest after-hours care.

**Outside Toronto, or away from home (e.g. on away rotation)**

- University health service – St. George, visit: studentlife.utoronto.ca/hwc or call 416.978.8030 (scheduled appointments and drop-in)
- University health service – UTM, visit: utm.utoronto.ca/health, or call 905.828.5255 (scheduled and same-day appointments)
- For mental/emotional health only – Office of Health Professions Student Affairs (OHPSA): 416.978.2764 (scheduled appointments and some drop-in/same-day)

- Go to hco-on.ca to search on your location for an after-hours clinic.
- If you do not have access to the internet, check a phone book (if available) or dial 411 for directory assistance.
- For help assessing the seriousness of your condition, call Telehealth Ontario 1.866.797.0000 to speak with a registered nurse 24/7.

**Workplace-related incident (e.g. needle-stick)**

- Always seek independent medical advice.
- Please see workplace injury flowchart above.

August 21, 2011