

## Primary Health Care Access Points NL

PROVINCIAL	Information	Location & Hours of Operation	Contact Information
<b>Patient Connect NL (PCNL)</b>	<p>PCNL is a provincial list of individuals who have identified as being without a Primary Care Provider (Family Doctor or Nurse Practitioner) in Newfoundland and Labrador (NL). Now available to the whole province, you can register your name if you are without a Primary Care Provider. The information provided on Patient Connect NL will be used to plan and improve access to primary health care in NL, with the goal of connecting individuals to a primary care provider (PCP) as soon as one becomes available in their chosen area.</p>	<p>Register online</p> <p>Phone access – provided Monday-Friday 8am – 8pm. A Francophone agent is also available for respective inquiries or registration.</p>	<p>Online Registration: <a href="#">Patient Connect NL Registration</a></p> <p>Phone Registration: 1-833-913-4679 - for those who do not have access to online registration or prefer to register by phone. Mon-Fri 8am-8pm. VRS calls are welcome.</p> <p>Frequently Asked Question Guide - <a href="#">PCNL Frequently Asked Questions</a></p> <p>How To Register <a href="#">Quick Reference Guide - How to Register your Name to PCNL</a></p>
<b>811 Provincial HealthLine</b>	<p><b>Access to non-urgent care</b> and medical advice from a registered nurse, dietician or to set up a virtual care appointment with a nurse practitioner by video or phone.</p> <p>A nurse practitioner is a registered nurse with additional education and experience who can diagnose and treat illnesses, order and interpret tests, prescribe medications, if required, to treat a variety of common health care conditions at every stage of life.</p> <p>A nurse practitioner can also assist in refilling most routine prescriptions. Please</p>	<p>Appointments are available everyday 8am to 8 pm, including weekends to anyone across the province.</p> <p>NO cost to any individual.</p> <p>Provides 24 hour per day, 7 days per week access to advice from registered nurses and nurse practitioners.</p>	<p>Book an appointment by calling 811 or using the <b>811 NL HealthLine</b> app free through the Apple and Google Play app stores.</p> <p>Text option in the 811 HealthLine app is available for use by Deaf or hard-of-hearing callers and persons with communication difficulties who live within Newfoundland and Labrador. Register to text with a registered nurse using the 811 NL Healthline app. Download for free from the Apple and Google Play app stores.</p>

	call the 811 HealthLine to book an appointment or download the 811 HealthLine app from the Apple or Google Play store to request an appointment. If requiring a prescription refill, appointments may be booked up to three days from the date the appointment is requested. Please contact the 811 HealthLine at least one week in advance of when you require the prescription. These services are covered by MCP.		ASL users: Contact VRS. Give this number 1-888-834-1252  Website: <a href="#">Home - 811 HealthLine</a>
<b>Bridge the Gapp</b>	Free local mental health and addictions resources and programs available to people of all ages.	An online resource designed to support mental wellness.	<a href="http://www.bridgethegapp.ca">www.bridgethegapp.ca</a>
<b>Provincial Opioid Dependence Treatment (ODT)</b>	Toll-Free Line - to help individuals connect with opioid dependence supports and services. The line is intended for those receiving ODT, those seeking support for their opioid use, their families and health care providers	Monday-Friday 8:30am-4:30pm	1-844-752-3588 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>
<b>Cancer Patient Navigator</b>	Cancer patient navigators are located across the province. Their job is to support the patient and their family, and help them access services throughout journey.	Monday-Friday regular business hours.	<b>1 (855) 848-3888 (toll free),</b> Website: <a href="#">Cancer patient navigation – Cancer Care (easternhealth.ca)</a>
<b>Aboriginal Patient Navigator</b>	Assists Aboriginal patients throughout the province navigate the health-care system.	Monday-Friday regular business hours.	709-777-2199 or 709-777-2110 Website: <a href="#">Indigenous Health – Eastern Health</a>
<b>Mental Health &amp; Addictions System Navigator</b>	Central point of contact for patient, family members and other stakeholders throughout the province to: <ul style="list-style-type: none"> <li>• Problem solve so that you can figure out next steps;</li> </ul>	Monday-Friday regular business hours.	709-752-3916 or toll-free at 1-877-999-7589; video relay service (VRS) calls are welcome.  Navigator: <a href="mailto:barry.hewitt@easternhealth.ca">barry.hewitt@easternhealth.ca</a>

	<ul style="list-style-type: none"> <li>Consider options with you to help find the right mental health or addiction service; and/or</li> <li>Help you to make connections.</li> </ul>		Website: <a href="#">Mental Health and Addictions Systems Navigator – Mental Health and Addictions (easternhealth.ca)</a>
<b>Francophone Health System Navigator</b>	A pilot project that seeks to provide an additional level of support to French-speaking patients and families to improve their navigation and access through the health-care system.	Monday-Friday regular business hours.	Email <a href="mailto:navigation.franco@easternhealth.ca">navigation.franco@easternhealth.ca</a> or by telephone at: 709-699-2409.
<b>EASTERN</b>	<b>Information</b>	<b>Location &amp; Hours of Operation</b>	<b>Contact Information</b>
<b>Primary Health Care web link</b>	<a href="https://www.easternhealth.ca/contactus/looking-for-primary-health-care/">https://www.easternhealth.ca/contactus/looking-for-primary-health-care/</a>		
<b>Patient Connect NL (PCNL)</b>	PCNL is a provincial list of individuals who have identified as being without a Primary Care Provider (Family Doctor or Nurse Practitioner) in Newfoundland and Labrador (NL). Now available to the whole province, you can register your name if you are without a Primary Care Provider. The information provided on Patient Connect NL will be used to plan and improve access to primary health care in NL, with the goal of connecting individuals to a primary care provider (PCP) as soon as one becomes available in their chosen area.	<p>Register online</p> <p>Phone access – Monday-Friday 8am – 8pm are provided through Telelink. A Francophone agent is also available for respective inquiries or registration.</p>	<p>Online Registration: <a href="#">Patient Connect NL Registration</a></p> <p>Phone Registration: 1-833-913-4679 - for those who do not have access to online registration or prefer to register by phone. Mon-Fri 8am-8pm. VRS calls are welcome.</p> <p>Frequently Asked Question Guide – <a href="#">PCNL Frequently Asked Questions</a></p> <p>How To Register <a href="#">Quick Reference Guide- How to Register your Name to PCNL</a></p>
<b>Collaborative Team Clinics (CTC):</b> were created in the Metro St. John's area starting in 2020 in response to growing needs of patients without access to a primary care provider. Care is provided in a team- based model with access to family physicians, nurses and other health care providers. <b>ACCESS TO ALL CTCs in metro is by registering with Patient Connect NL only.</b>			
<b>CTC - Centre</b>	Opened in 2020. Multilingual interpretive services are available in many languages through RIO.	7 Pippy Place	Online registration - <a href="#">Patient Connect NL Registration</a>

		<p>Suite 100 St. John's, NL A1B 3X2</p> <p>Hours of Operation Monday to Thursday: 9:00 a.m. to 9:00 p.m. Friday: 9:00 a.m. to 5:00 p.m. Saturday: 9:00 a.m. to 5:00 p.m.</p>	
<b>CTC West</b>	Opened in March 2020. Multilingual interpretive services will be available through RIO.	<p>1144 Topsail Road Mount Pearl, NL A1N 5E8</p> <p>Hours of Operation Monday to Friday: 9:00 a.m. to 5:00 p.m.</p>	Online registration - <a href="#">Patient Connect NL Registration</a>
<b>CTC East</b>	Opened in March 2020. Multilingual interpretive services will be available through RIO.	<p>50 Mundy Pond Rd (front entrance)</p> <p>Hours of Operation Monday to Friday: 9:00 a.m. to 5:00 p.m.</p>	Online registration - <a href="#">Patient Connect NL Registration</a>
<b>Community Walk In Clinic</b>	<p><b>Access to non-urgent care – WALK IN ONLY.</b> A community walk in clinic for adults and children without a primary care provider (i.e. family doctor or nurse practitioner) providing access to health services to treat minor health issues or injuries as well as promote overall health and wellness. Initially will provide care for up to 24 patients per day, with plans to expand based on community need.</p>	<p>50 Mundy Pond Road St. John's</p> <p>Weekday Hours - Monday to Friday from 12:00 p.m. 8:00 p.m.</p> <p>Weekend Hours - Saturdays from 8:00 a.m. to 4:00 p.m.</p>	<p>Walk in – no contact number</p> <p>First-come, first-served basis</p>

	Interpretive services are available in many languages, including Francophone through Remote Interpretation Ontario - RIO		
<b>St. John's Opioid Dependence Treatment (ODT) Hub</b>	Team based care model providing rapid access to Suboxone and Methadone and ongoing case management and counselling. Also available to support community-based physicians, nurse practitioners, pharmacists, and counsellors caring for individuals with opioid issues.	St. John's – Building 532, 80 Charter Avenue (Pleasantville)	(709) 752-4478 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>
<b>Bell Island ODT Centre</b>	The ODT Centre on Bell Island is continuing to support new and existing clients through medication administration and counselling services.	2 Railroad Street Bell Island	(709) 752-4478 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>
<b>CENTRAL</b>	<b>Information</b>	<b>Location &amp; Hours of Operation</b>	<b>Contact Information</b>
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<b>Health Hubs</b> Central Health operates two non-emergent assessment clinics (Health Hubs) located at <b>Gander Medical Clinic</b> and <b>Killick Clinic</b> in Grand Falls-Windsor. Residents who have non-emergent medical issues, who do not have a family physician or whose family physician is not available,			

can call the clinic and set up a virtual care appointment. A physician will then contact the patient and provide care over the phone. If an in-person assessment is required, arrangements will be made to have this completed at the Health Hub clinic.

<b>Gander Medical Clinic</b>	It is recommended that you try making an appointment with your regular family physician before calling the Health Hub.	177 Elizabeth Drive  Clinic is open Monday to Friday from 8:00am to 8:00pm and Saturday and Sunday from 12:00pm to 6:00pm	709-381-0112 or 709-381-0112
<b>Killick Clinic</b>	It is recommended that you try making an appointment with your regular family physician before calling the Health Hub.	129 Lincoln Rd Grand Falls –Windsor  Clinic is open Monday to Friday from 8:00am to 8:00pm and Saturday and Sunday from 12:00pm to 6:00pm	709-292-8404
<b>Central Health Patient Navigator</b>	<p>The patient navigator is available to help patients get connected with the right resources and information to help them make decisions regarding their health or that of a loved one. <b>Central Health is the only region that has a patient navigator for health care service.</b></p> <p>The navigator works with the patient, the health care providers and programs who can support patient to ;</p> <ul style="list-style-type: none"> <li>• find and access community resources;</li> <li>• coordinate health care services required; and</li> <li>• find answers to questions about the health care system.</li> </ul>	Central Health Monday to Friday – regular business hours.	<p>Toll Free: 1-844-651-6214</p> <p>Local: 1-709-651-6214</p> <p>Email: <a href="mailto:clientnavigation@centralhealth.nl.ca">clientnavigation@centralhealth.nl.ca</a></p>

<b>Cancer Patient Navigator</b>	Cancer patient navigators are located across the province. Their job is to support patients and families and help them access services throughout journey.	Central Health Monday to Friday regular business hours.	1 (855) 848-3888 (toll free), 709-256-5571  Website: <a href="#">Cancer patient navigation – Cancer Care (easternhealth.ca)</a>
<b>Gander Opioid Dependence Treatment (ODT) Hub</b>	Provides rapid access to Suboxone and Methadone, and are also available to support community-based physicians, nurse practitioners, pharmacists, and counsellors.	McCurdy Complex 1 Markham Place	(709) 256-1356 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>
<b>Grand Falls-Windsor ODT Hub</b>	Team based care model providing rapid access to Suboxone and Methadone and ongoing case management. Also available to support community-based physicians, nurse practitioners, pharmacists, and counsellors caring for individuals with opioid issues.	36 Queensway	(709) 489-8178 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>
<b>WESTERN</b>	<b>Information</b>	<b>Location &amp; Hours of Operation</b>	<b>Contact Information</b>
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<b>Health Neighborhoods</b>	Western Health has divided its region into seven Health Neighborhoods with geographic boundaries to assist in	Online – can be accessed at any time.	Health Neighborhood Website:

	identifying and supporting community needs. Within each Health Neighborhood there are Health Homes (Clinics) that provide primary care services (Physician/Nurse Practitioner services) to the area.		<a href="http://www.westernhealth.nl.ca">www.westernhealth.nl.ca</a> click on Health Neighborhood widget/quick link on right hand side  Follow the link below and click on your health neighborhood in the map or select your neighborhood from the list on the main page for an address and telephone number for our sites. <a href="#">Medical Clinics (Primary Care)   Western Health</a>
<b>Cancer Patient Navigator</b>	Cancer patient navigators are located across the province. Their job is to support patients and families and help them access services throughout journey.	Western Health Monday to Friday regular business hours.	Your family doctor, cancer specialist, or any other health professional can refer you to the Cancer Patient Navigator Program at <b>1-855-848-3888 toll free</b> or the following local numbers: <b>Western:</b> 709-784-5010 <b>St. Anthony:</b> 709-454-3999 Website: <a href="#">Cancer patient navigation – Cancer Care (easternhealth.ca)</a>
<b>Corner Brook Opioid Dependence Treatment (ODT) Hub</b>	Provides rapid access to Suboxone and Methadone, and are also available to support community-based physicians, nurse practitioners, pharmacists, and counsellors.	35 Boones Road	(709) 634-4506 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>
<b>Stephenville ODT Hub</b>	Team based care model providing rapid access to Suboxone and Methadone and ongoing case management. Also available to support community-based physicians, nurse practitioners, pharmacists, and counsellors caring for individuals with opioid issues.	127 Montana Drive	(709) 643-8740 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>
<b>LABRADOR-GRENFELL</b>	<b>Information</b>	<b>Location &amp; Hours of Operation</b>	<b>Contact Information</b>



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<b>Community Clinics</b>	Primary Health Care (PHC) is provided to the residents of Labrador through 14 Primary Health Care Community Clinics.	Please see Labrador Grenfell website.	<p>For further information on Community Clinics please see one of the 2 following links:</p> <p><a href="#">Community Clinics – Labrador-Grenfell Health (lghealth.ca)</a></p> <p><a href="#">Contact Us – Labrador-Grenfell Health (lghealth.ca)</a></p> <p>Profiles of each of the fourteen community clinics in the Labrador-Grenfell Health region are located on this page. Under each you will find contact information as well as other pertinent details about the facilities and all the health services they are able to provide.</p>
<b>Cancer Patient Navigator/Oncology Nurse</b>	Cancer patient navigators are located across the province. Their job is to support patients and families and help them access services throughout journey.	Lab-Grenfell Health Monday to Friday regular business hours.	Your family doctor, cancer specialist, or any other health professional can refer you to the Cancer Patient Navigator Program at 1-

	.		<p>855-848-3888 or by calling these local numbers:</p> <p><b>Happy Valley-Goose Bay:</b> 709-897-3115</p> <p><b>Labrador City:</b> 709-285-8332</p> <p><b>St. Anthony:</b> 709-454-3999</p> <p><b>Lab-Grenfell Website:</b></p> <p><a href="http://lghealth.ca">Cancer Care – Labrador-Grenfell Health (lghealth.ca)</a></p> <p><a href="http://easternhealth.ca">Cancer patient navigation – Cancer Care (easternhealth.ca)</a></p>
<b>Happy Valley-Goose Bay Opioid Dependence Treatment (ODT) Hub</b>	Team based care model providing rapid access to Suboxone and Methadone and ongoing case management. Also available to support community-based physicians, nurse practitioners, pharmacists, and counsellors caring for individuals with opioid issues.	227 Hamilton River Rd	<p>(709) 897-2125</p> <p><a href="http://gov.nl.ca">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a></p>