

Ministry Programs

Telehealth Ontario

Free Access to a Registered Nurse — 24 Hours a day, 7 days a Week.

Now help is close at hand. You do not need to provide your health insurance number and all information is confidential. It doesn't hurt to call.

1-866-797-0000 TTY : 1-866-797-0007

What is Telehealth Ontario?

Telehealth Ontario is a free, confidential telephone service you can call to get health advice or general health information from a Registered Nurse.

That means quick, easy access to a qualified health professional, who can assess your symptoms and help you decide your best first step. We can help you decide whether to care for yourself, make an appointment with your doctor, go to a clinic, contact a community service or go to a hospital emergency room.

How Does Telehealth Ontario Work?

When you call Telehealth Ontario, you will be talking directly with a Registered Nurse. You will be asked to describe your symptoms and answer questions to best assess the seriousness of the problem. Based on the assessment, the Registered Nurse can either advise self care, recommend a visit to a health practitioner or, give you the phone numbers of community resources nearest you.

The Telehealth Ontario service is provided in English and French, with translation support for other languages and a direct TTY number for those with hearing and speech difficulties. Callers can also be connected to medication information and health information audio tapes.

Why has this service been introduced?

Telehealth Ontario will improve the use of our health system by providing you with access to experienced health advice 24 hours a day, 7 days a week.

When Should I Call?

When you have a general health question and nowhere to turn, call Telehealth Ontario. Within minutes your questions will be answered, providing you with peace of mind. A call to Telehealth Ontario will give you confidential advice about any health-related concerns such as :

- Symptoms that could require medical attention
- Illness or injury
- Chronic illnesses
- Nutrition and healthy lifestyles
- Teen health and lifestyle issues

A call to Telehealth Ontario does not replace 911 — that's always the first number you should call in emergency situations.