

North York Community Care Clinic (NYCCC) Frequently Asked Questions (FAQ)

What is this clinic for and what does it offer?

The North York Community Care Clinic (NYCCC) is for people not currently seeing a family doctor or nurse practitioner on a regular basis or are not registered to another primary care practice. The clinic provides essential health services, including health checks, chronic condition management (for conditions such as diabetes or heart disease), preventative health visits, cancer screenings and vaccinations.

How is this clinic different from a walk-in centre, hospital or family doctor's office?

This clinic is designed specifically for patients who do not have a primary care provider (family doctor or nurse practitioner) and are seeking regular continuous care that may not be accessible through walk-ins and hospitals. This clinic can provide more regular team-based care for a limited period of time as the patient looks for a permanent primary care provider. A key aspect of this program is the strong collaboration between North York Toronto Health Partners, Ontario Health Team (NYTHP OHT), Baycrest and Get Well Clinic, ensuring that patients receive comprehensive and coordinated care.

Who can attend the clinic?

We welcome individuals who are not currently seeing a primary care provider (family doctor or nurse practitioner) regularly or are not already registered with another primary care provider's office. You must live close to the clinic location(s) and be able to attend your appointment in-person.

What if I feel unwell but would like to see a primary care provider?

If you are feeling unwell and it is an emergency, please visit your local hospital's emergency department. If it is not an emergency, proceed to make a self-referral or request an appointment at our clinic by calling 416-508-5691, dialling extension 9 and asking for the Nurse Practitioner Clinic.

Can the clinic help me find a permanent primary care provider? If so, how long will it take?

Yes, we are well connected across North York's Primary Care Network and we will do our best to find you a primary care provider. Unfortunately, we are unable to guarantee this and therefore unable to provide a timeline. We do recommend that people register with [Health Care Connect](#) for help in finding a permanent primary care provider.

What kind of appointments are available (in-person, virtual, telephone)?

We provide a variety of options for consultations, including in-person, virtual, and telephone. Patients must be able to attend appointments in-person. This allows for a more comprehensive and tailored experience to support you.

Can I book an appointment in advance? If so, how?

You have the option to self-refer or self-register to request an appointment in advance by calling 416-508-5691 and dialling extension 9 for the Nurse Practitioner Clinic. For your follow up appointments,

please call the location where you receive your care. We warmly welcome both OHIP and NON-OHIP patients*.

If you are an unattached patient (without a regular primary care provider), please schedule an IN-PERSON appointment. Rest assured, we can provide medical care services while you are in the process of finding a family doctor.

**with some restrictions*

English isn't my first language. Can I receive my care in a different language?

Some of our clinics may have interpretation capabilities. If you need interpretation support, please let the reception know so that we can plan to provide language support solutions that would work for you. Our providers are only able to deliver clinical services in English. If you require translation, please bring a family member or friend who can help with translation. If you are unable to bring someone with you to help translate, we are able to use a professional medical translation service to assist during the appointment.

If I do not have an OHIP card, can I attend?

Yes, you can still attend and receive the care you need. Both OHIP and non-OHIP patients (with some exceptions) can access our services as long as you bring any kind of government issued ID, including those issued by foreign governments.

What is the difference between a family doctor and a nurse practitioner?

Nurse practitioners are registered nurses with advanced education and clinical experience which allows them to diagnose and treat illnesses, order and review tests, prescribe medication and perform medical procedures. They can provide advice on physical and mental health supports and work closely with doctors, mental health professionals, pharmacists, social workers and other specialists to provide a whole-person approach to care.

What should I bring to my first appointment?

If you have one, we request you bring a physical copy of your valid Ontario/Provincial Health Card each time you visit our clinic. A photo or photocopy of the card will not be accepted. If you have a temporary health card document, please bring the physical paper of the document AND the physical copy of your expired health card/photo ID indicating your date of birth. If you do not have OHIP or health insurance at all, please bring a piece of government issued ID (passport, driver's licence), if possible.

What other health services are available through the clinic?

Based on the Nurse Practitioner's assessment, referrals can be made to our dietitians, occupational therapist, pharmacist, and social worker.

I am visitor/visa student/visa worker but have private insurance. Can I use this clinic?

We understand that not all students have OHIP coverage. Even if you don't have OHIP, you can still access our full range of healthcare services through alternative insurance. We help with navigating

insurance options and provide mental health resources to help manage academic pressure, ensuring that students receive personalized and integrated care for their overall well-being and success.

Is NYCCC able to accommodate my mobility needs?

Our clinics are wheelchair accessible, and we can provide care options to support your mobility needs, which will be discussed upon booking. If you have questions, we encourage you to reach out to discuss the specific supports you need with our care team by calling 416-508-5691 ext. 9 and asking for the North York Community Care Clinic.