

Frequently Asked Questions (FAQs) related to Primary Care Central Intake

In January 2026, the Government of Ontario announced the **Primary Care Action Plan** with the goal of connecting 2 million people to a family doctor or primary care team by 2029.

This intake form is an easy way people in North West Toronto can ask for help finding a family doctor or primary care team. You do not need an OHIP card to fill it out. We can help you sign up through the most appropriate service, like [Health Care Connect](#), or connect you with a care team if this service cannot help you. We can also help you find resources for food, housing, employment, school, settlement, or other community supports.

For more information, visit [Ontario's Primary Care Action Plan](#).

Who is eligible?

People who live in **North West Toronto** and do not currently have a family doctor or nurse practitioner can sign up. OHIP is not required.

Please see the map to check if you live in North West Toronto.

Postal Codes: M9L, M9M, M3N, M3L, M3J, M3M, M3K, M9R, M9P, M9N, M6L, M6A, M6M, M6B

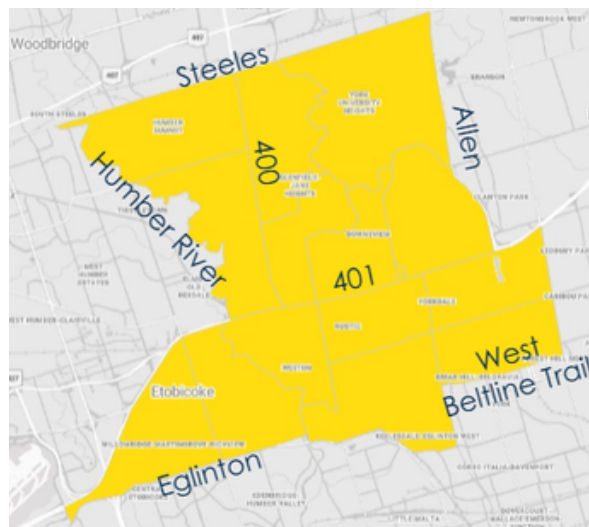
How do I get connected?

To get connected, go to nwtoht.ca and select Find Services OR scan the QR code on the flyer to fill out the online form.

What happens after I sign up?

If you asked for help with registering for Health Care Connect or to learn about other supports in our community - someone from our team will contact you within one week, but response times may vary.

If not, we will contact you when we find primary care that fits your needs. Unfortunately, because some cases are more complex than others we can not guarantee that a family doctor or primary care team will be found for you immediately.



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Can I get help with additional supports while I wait to be connected to a family doctor or primary care team?

Depending on what you need, someone can contact you to share information about supports such as food programs, school readiness, housing applications, financial assistance programs, and settlement services.

Please select, “I would like someone to call me and tell me about other supports in our community while I wait for a family doctor or primary care team.” when filling out the form to ensure our team knows you would like to be contacted.

What should I do if I need medical help right away?

This form is for NON-urgent referrals only and NOT for patients needing emergency care. If this is a medical emergency of any kind (E.g., Chest pain, severe distress, or thoughts of self-harm) please call 911 immediately or go to the nearest hospital emergency department.

What is primary care?

Primary care is usually the first place people go for healthcare in Ontario. Family doctors, nurse practitioners, and primary care teams provide help with:

- Regular check-ups
- Managing long-term health conditions
- Preventing illness
- Vaccinations
- Health advice
- Referrals to specialists or other services when needed

What is a nurse practitioner?

A nurse practitioner is a healthcare provider with extra education, training, and experience. They can diagnose illnesses, order and explain tests, prescribe medications, and provide treatment.

How will my provider be selected?

We will connect you with the provider who best meets your needs. This is based on factors such as your health concerns, social support needs, and cultural preferences, including your preferred language.



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Why should I have a family doctor or nurse practitioner instead of just using a walk-in clinic?

A family doctor or nurse practitioner gets to know you and your health history. They provide ongoing care, help prevent health problems, manage long-term conditions, and refer you to specialists when needed.

Walk-in clinics are helpful for urgent or occasional health concerns, but they do not provide ongoing care.

Is there a phone number I can call to learn more?

At this time, there is no phone number available. Residents must register using the [online form](#).

Who will have access to my information?

To help coordinate your care and connect you with the services you need, relevant information you provide may be shared with Ontario Health Team (OHT) partners who are involved in supporting your care. Your information will only be shared as needed to coordinate and deliver your care and services, in accordance with applicable privacy laws.

I already have a provider but want to switch. Can I still sign up?

If you already have a family doctor or nurse practitioner, we encourage you to continue receiving care from your current provider.

At this time, we are giving priority to people who do not have a family doctor or nurse practitioner, or who are having trouble accessing their current provider.

