

## 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). You can register your name if you are without a Primary Care Provider. The information provided on Patient Connect NL is used to plan and improve access to primary health care in NL, with the goal of connecting individuals to a Family Care Team or a Primary Care Provider (PCP) as soon as one becomes available your area. For more information on Family Care Teams in the province, please go to <a href="#">Home - Health Care Action</a>.</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</a></p>
<b>811 Provincial HealthLine</b>	<p><b>Access to non-urgent care</b> that provides medical advice, nurse practitioner service, mental health and healthy eating. You can connect directly with a registered nurse or dietician or 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</p>	<p>Virtual care 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</p>

	<p>of common health care conditions at every stage of life.</p> <p>A nurse practitioner can also assist in refilling most routine <b>prescriptions</b>. 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.</p>		<p>from the Apple and Google Play app stores.</p> <p>ASL users: Contact VRS. Give this number 1-888-834-1252</p> <p>Website: <a href="#">811 HealthLine</a></p>
<b>Dial A Dietician</b>	<p>This is a FREE confidential service that connects you to a Registered Dietitian for trusted nutrition advice. No referral from a health care provider is needed.</p> <p>Registered dietitians with the service provide advice for nutrition related concerns like: healthy eating, meal planning, heart disease, diabetes, weight management, food safety, breastfeeding, infant feeding, picky eaters, nutrition for seniors, and food allergies and intolerances.</p>	<p>Advice is provided by phone or email and when necessary, Dial-a-Dietitian will refer to local services for in-depth counselling or further support.</p> <p>Hours 9am-12 p.m. and 1 p.m. to 4 p.m., Monday to Friday. Calls outside of regular hours will be returned next working day. Dietitians are also able to respond to email inquiries anytime to <a href="#">Email a Dietitian - 811 HealthLine</a> . Questions will be answered within three business days or less.</p>	<p>Phone: 811 Provincial Health Line</p> <p>Website: <a href="#">Healthy Eating - 811 HealthLine</a></p>
<b>Bridge the Gapp</b>	<p>An online free mental health and addictions resource and programing available to people of all ages.</p>	<p>An online resource designed to support mental wellness.</p>	<p>Website: <a href="http://www.bridgethegapp.ca">www.bridgethegapp.ca</a></p>

<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	Telephone: 1-844-752-3588 <a href="http://gov.nl.ca">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.	Telephone: 1 (855) 848-3888 (toll free), Website: <a href="http://easternhealth.ca">Cancer patient navigation – Cancer Care (easternhealth.ca)</a>
<b>Aboriginal Patient Navigator</b>	Provides support and assistance to Indigenous patients and their families who travel to St. John’s for medical appointment/s and help you navigate the health-care system.	Monday-Friday regular business hours.  Health Sciences Centre Room 2J514 300 Prince Philip Drive St. John’s, NL A1B 3V6	Navigator: Solomon Semigak <a href="mailto:solomon@firstlightnl.ca">solomon@firstlightnl.ca</a> or <a href="mailto:solomonsemigak@easternhealth.ca">solomonsemigak@easternhealth.ca</a>  Telephone: (709) 726-5902 ext. 602 709-777-2110 ; 709-777-2199  Websites: <a href="http://easternhealth.ca">Indigenous Health – Eastern Zone</a>  <a href="http://easternhealth.ca">Aboriginal Patient Navigators   First Light</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> <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>	Monday-Friday regular business hours.	Navigator: Barry Hewitt <a href="mailto:barry.hewitt@easternhealth.ca">barry.hewitt@easternhealth.ca</a>  Telephone: 709-752-3916 or toll-free at 1-877-999-7589; video relay service (VRS) calls are welcome.  Website: <a href="http://easternhealth.ca">EH Mental Health and Addictions Systems Navigator</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 ZONE</b>	<b>Information</b>	<b>Location &amp; Hours of Operation</b>	<b>Contact Information</b>
<b>Primary Health Care</b>	<b><a href="#">Eastern Zone Primary Health Care</a></b>		
<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). The information provided on Patient Connect NL is used to plan and improve access to primary health care in NL, with the goal of connecting individuals to Family Care Team a primary care provider (PCP), as soon as one becomes available in your area.</p> <p>Within the Eastern Zone, individuals may <a href="#">register online</a> or by telephone (1-833-913-4679) to be placed on the list, with the goal of becoming a patient of one of three Family Care Teams in St. John's or a primary care provider. You can register your name if you are without a Primary Care Provider. For more information on Family Care Teams, please go to <a href="#">Home - Health Care Action</a>.</p> <p>Multilingual interpretive services are available in many languages through RIO.</p>	<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</a></p>

<b>Family Care Team</b>	<p>Previously known as Collaborative Care Teams, Family Care Teams provide team based care with access to family physicians, nurses and other health care providers. Family Care Teams are in different stages of development across the island. If you require access to a Family Care Team or a primary care provider in Eastern Zone, please register with <a href="#">Patient Connect NL Registration</a>. <b>ACCESS TO ALL Family Care Teams is only by registering with Patient Connect NL.</b> For more information on Eastern Zone Family Care Teams please see the following link: <a href="#">Family Care Team Clinics – Primary Health Care Eastern Zone</a></p>		
<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.</p> <p>Interpretive services available in many languages, including Francophone through Remote Interpretation Ontario - RIO</p>	<p>50 Mundy Pond Road  St. John’s , NL  A1E 1V1</p> <p>Weekday Hours - Monday to Friday from 8:30a.m.-7:30 p.m.  Weekend Hours - Saturdays from 8:00 a.m. - 4:00 p.m.  Telephone: 709-777-1706</p>	<p>Walk in - Patients are seen on a first-come, first-served basis</p> <p>Website: <a href="#">Mundy Pond Walk In Clinic</a></p>
<b>Harm Reduction Clinic</b>	<p>Provides primary health care services and other supports to vulnerable, homeless, and precariously housed individuals within the metro St. John’s area.</p> <p>Services at the clinic are delivered by a nurse practitioner, registered nurses, an occupational therapist, an addictions counsellor, and a pharmacist. Outreach services are also provided with clients through home visits, community, street and shelter outreach.</p>	<p>50 Mundy Pond Road  St. John’s , NL  A1E 1V1</p> <p>Monday to Friday 1pm-4pm  Telephone: 709-777-1761</p>	<p>Walk in</p>
<b>Refugee Health Collaborative</b>	<p>Provides medical services to new Canadians who are refugees. Initial</p>	<p>Suite 201  Terrace on the Square</p>	<p>Appointment only</p>

	<p>medical intake services and ongoing primary provider health-care services are offered through physician and nurse practitioner services. The team works with new Canadians to learn the medical system and transition to private family physician providers. Medical services are provided to Government-sponsored refugees through the Association of New Canadians and private sponsored refugees from the community.</p>	<p>8-10 Rowan Street St. John's, NL A1B 2X1</p> <p>Hours of operation Monday to Friday, 8 a.m. to 4 p.m.</p> <p>Telephone: 709-752-4174</p>	<p>The clinic is notified by the Association of New Canadians of all refugee clients coming to NL that need to be seen.</p> <p><a href="#">Refugee Health Collaborative – Eastern Zone</a></p>
<p><b>St. John's Opioid Dependence Treatment (ODT) Hub</b></p>	<p>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.</p>	<p>St. John's – Building 532, 80 Charter Avenue (Pleasantville) St. John's</p>	<p>Telephone: (709) 752-4478</p> <p><a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a></p>
<p><b>Bell Island ODT Centre</b></p>	<p>The ODT Centre on Bell Island is continuing to support new and existing clients through medication administration and counselling services.</p>	<p>2 Railroad Street Bell Island</p>	<p>Telephone: (709) 752-4478</p> <p><a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a></p>
<p><b>CENTRAL ZONE</b></p>	<p><b>Information</b></p>	<p><b>Location &amp; Hours of Operation</b></p>	<p><b>Contact Information</b></p>
<p><b>Primary Health Care <a href="#">Central Zone Primary Health Care</a></b></p>			
<p><b>Patient Connect NL (PCNL)</b></p>	<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 is used to plan and</p>	<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>improve access to primary health care in NL, with the goal of connecting individuals to a Family Care Team or a primary care provider (PCP) as soon as one becomes available in your chosen area.</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</a></p>
<p><b>Family Care Team</b></p>	<p>Previously known as Collaborative Care Teams, Family Care Teams provide team based care with access to family physicians, nurses and other health care providers. Family Care Teams are in different stages of development across the island. If you require access to a Family Care Team or a primary care provider in Central Zone, please register with <a href="#">Patient Connect NL Registration</a> . <b>ACCESS TO ALL Family Care Teams is only by registering with Patient Connect NL.</b> . For more information on Family Care Teams in the province, please go to <a href="#">Home - Health Care Action</a>.</p>		
<p><b>Health Hubs:</b> Central Zone 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.</p>			
<p><b>Gander Medical Clinic</b></p>	<p>It is recommended that you try making an appointment with your regular family physician before calling the Health Hub.</p>	<p>177 Elizabeth Drive Gander</p> <p>Weekday Hours: Monday to Friday, 8:00am to 8:00pm Weekends: Saturday – Sunday, 12pm-6pm. Hours may vary due to clinic capacity. Please check social media for updates. <a href="#">Gander Medical Clinic - Home   Facebook</a></p>	<p>Telephone: 709-381-0112 or 709-381-0112</p>

<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  Monday to Friday from 8:00am to 8:00pm and Saturday and Sunday from 12:00pm to 6:00pm. Hours may vary due to clinic capacity. Please check social media for updates. <a href="#">Killick Health Services   Grand Falls NL   Facebook</a>	709-292-8404
<b>Central Zone Patient Navigator</b>	The patient navigator can help patients get connected to the right resources and information that may assist them to make decisions regarding their health or that of a loved one. <b>Central Zone is the only zone that has a patient navigator for health care service.</b> The navigator works with the patient, the health care providers and programs who can support patient to ; <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>	Monday to Friday – regular business hours.	Toll Free: 1-844-651-6214 Local: 1-709-651-6214 Email: <a href="mailto:clientnavigation@centralhealth.nl.ca">clientnavigation@centralhealth.nl.ca</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.	Monday to Friday regular business hours.	Telephone: 1 (855) 848-3888 (toll free), 709-256-5571 Website: <a href="#">Cancer patient navigation – Eastern Zone</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,	McCurdy Complex 1 Markham Place Gander, NL	(709) 256-1356 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>



	nurse practitioners, pharmacists, and counsellors.		
<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 Grand Falls-Windsor, NL	Telephone: (709) 489-8178 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>
<b>WESTERN ZONE</b>	<b>Information</b>	<b>Location &amp; Hours of Operation</b>	<b>Contact Information</b>
<b>Primary Health Care</b>	<a href="#">Virtual Care Neighbourhood (westernhealth.nl.ca)</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 is used to plan and improve access to primary health care in NL, with the goal of connecting individuals to a Family Care Team or a primary care provider (PCP) as soon as one becomes available in your chosen area.	Register online  Phone access – Monday-Friday 8am – 8pm are provided through Telelink. A Francophone agent is also available for respective inquiries or registration.	Online Registration: <a href="#">Patient Connect NL Registration</a>  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.  <a href="#">Frequently Asked Question Guide - PCNL Frequently Asked Questions</a>  <a href="#">How To Register Quick Reference Guide - How to Register your Name to PCNL</a>
<b>Family Care Team</b>	Previously known as Collaborative Care Teams, Family Care Teams provide team based care with access to family physicians, nurses and other health care providers. Family Care Teams are in different stages of development across the island. If you require access to a Family Care Team or a primary care provider in the Western Zone, please register with <a href="#">Patient Connect NL Registration</a> . <b>ACCESS TO ALL Family Care Teams is only by registering with Patient Connect NL.</b> For more information on Family Care Teams in the province, please go to <a href="#">Home - Health Care Action</a> .		
<b>Regional Virtual Care Clinic</b>	Virtual support is available for patients who do not have a primary care	Phone Call	<a href="#">Virtual Care Neighbourhood (westernhealth.nl.ca)</a>

	provider in the Western Zone .		Telephone: 1-888-784-6256
<b>Primary Health Care Health Neighborhoods</b>	Western Zone is divided into seven Health Neighborhoods with geographic boundaries to assist in 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.	Online – can be accessed at any time.	Health Neighborhood Website: <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. <a href="#">Medical Clinics (Primary Care)   Western Zone</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 Zone 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 Corner Brook	(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,	127 Montana Drive Stephenville	(709) 643-8740 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>

	pharmacists, and counsellors caring for individuals with opioid issues.		
<b>LABRADOR-GRENFELL</b>	<b>Information</b>	<b>Location &amp; Hours of Operation</b>	<b>Contact Information</b>
<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 is used to plan and improve access to primary health care in NL, with the goal of connecting individuals to a Family Care Team or 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>Family Care Team</b>	Previously known as Collaborative Care Teams, Family Care Teams provide team based care with access to family physicians, nurses and other health care providers. Family Care Teams are in different stages of development across the island. If you require access to a Family Care Team or a primary care provider in the Labrador Grenfell Zone, please register with <a href="#">Patient Connect NL Registration</a> . <b>ACCESS TO ALL Family Care Teams is only by registering with Patient Connect NL.</b> For more information on Family Care Teams in the province, please go to <a href="#">Home - Health Care Action</a> .		
<b>Primary Health Care 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.	For further information on Community Clinics please see one of the 2 following links: <a href="#">Community Clinics – Labrador-Grenfell Zone</a> <a href="#">Contact Us – Labrador-Grenfell Zone (lghealth.ca)</a>

			Profiles of each of the fourteen community clinics in the Labrador-Grenfell Zone 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.
<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 Zone 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 1-855-848-3888 or by calling: <b>Happy Valley-Goose Bay:</b> 709-897-3115 <b>Labrador City:</b> 709-285-8332 <b>St. Anthony:</b> 709-454-3999  <b>Lab-Grenfell Website:</b> <a href="#">Cancer Care – LGH Zone</a>  <a href="#">Cancer patient navigation – Cancer Care (easternhealth.ca)</a>
<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 Happy Valley-Goose Bay	Telephone: (709) 897-2125 <a href="#">Opioids and Naloxone - Health and Community Services (gov.nl.ca)</a>