

# Central Region Virtual Urgent Care

**FAQ**

The virtual urgent care (VUC) clinic offers assessments, diagnosis and treatment for a variety of health conditions online, through rapid access to a Nurse Practitioner.

Available for anyone 6 months or older  
Open 7 days a week from 1-9 p.m.



## **WHO CAN ACCESS THE VIRTUAL URGENT CARE (VUC)?**

Anyone (including those without OHIP coverage) over the age of 6 months old with or without a primary care provider. The only requirement is an Ontario address.

## **WILL THE VUC CLINIC HAVE ACCESS TO MY PATIENTS' MEDICAL HISTORY?**

The team has access to patients' medical record on Connecting Ontario.

## **WHAT HAPPENS IF MY PATIENT NEEDS FURTHER CARE AFTER A VUC APPOINTMENT?**

In collaboration with Ontario Health Teams, we have created an escalation pathway that the NPs can use to connect patients to services in their community.

## **HOW ARE PATIENT RECORDS FROM VUC SHARED WITH MY PRACTICE?**

Patient records will be available in Connecting Ontario, shared via HRM, or fax.

## **CAN I COMMUNICATE WITH THE VUC CLINIC ABOUT MY PATIENT?**

Virtual Urgent Care Coordinators or Nurse Practitioners can answer follow up questions.

## **IF A PERSON WITH A FAMILY DOCTOR USES THE VUC CLINIC, HOW DOES IT EFFECT THEIR PROVIDER AND BILLING?**

The VUC service is managed by Nurse Practitioners who do not bill OHIP for their encounter, therefore there will not be any negative consequences to a patient's primary care provider. OHIP and non-OHIP patients will not be billed for their appointment with the Nurse Practitioner.