

# Adult & Paediatric Emergency Virtual Clinic



## Paediatrics

Connect with a children's emergency department doctor at Children's Hospital, London Health Sciences Centre through secure video chat by calling **1-844-227-3844** or by visiting **[urgentcareontario.ca](http://urgentcareontario.ca)**.

Same-day appointments are available on a first-come, first-serve basis, daily from 3 - 7 p.m.

Our virtual children's urgent care service is available for families with a child with an urgent medical issue that's NOT life threatening. If a child is in medical distress immediately

call 911 or go to the nearest Emergency Department.

Parents will be connected with clerical staff who will register patients and send an email invitation to join a Cisco Webex meeting. This invitation will include instructions to download the software and what to expect during their appointment. When the parent joins the meeting, they'll be placed in a private virtual waiting room and then consult with a physician. All appointment costs are covered with an Ontario health card.



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## Adults

Connect with an emergency department doctor through secure video chat by requesting a virtual appointment. By calling **1-844-227-3844** or by visiting **[urgentcareontario.ca](http://urgentcareontario.ca)**.

Same-day appointments are available on a first-come, first-serve basis, Monday to Fridays from 2 - 6 p.m.

Administrative staff respond to booking requests from 12 noon to 8 p.m. daily. Expect to wait an average of one hour for confirmation from the time you submit. Outside of these times, we will not respond to request forms.

Once you have submitted your appointment request for, you will receive an email confirmation, in order to access this service, you will need Ontario health card, computer/phone with video and microphone capabilities, Zoom application, Internet access and email.

If you are in severe distress call 911 or go to the nearest Emergency Department.

