

Provincial Guide Summary

Your guide to provincial health organizations & resources.

Ontario

Government Services

Ontario Ministry of Health and Long-Term Care

INFOline: (416) 314-5518 (Toronto)

Toll-Free: 1-800-268-1154 (Ontario only)

Website: www.health.gov.on.ca

Ontario Health Insurance Plan (OHIP)

Canadian citizens and permanent residents who make their primary residence in Ontario are eligible to receive coverage for medically necessary doctor and hospital services through the Ontario Health Insurance Plan (OHIP). Contact OHIP for forms, information on premium and drug assistance, and answers to common questions.

Toll-Free: 1-866-532-3161 (Ontario only)

Website: www.health.gov.on.ca/english/public/program/ohip/ohip_mn.html

Ontario Drug Benefit (ODB)

The Ontario Drug Benefit Program covers most of the cost of prescription drug products listed in the Ontario Drug Benefit (ODB) Formulary, if you belong to one of the eligible groups.

Phone: (416) 327-8109 (Toronto)

Toll-Free: 1-866-811-9893

Website: www.health.gov.on.ca/english/public/program/drugs/funded_drug/funded_drug.html

Telehealth Ontario

Telehealth Ontario is a nurse telephone advice and health information service. This service is available 24 hours a day, 7 days a week.

Toll-Free: 1-866-797-0000

Website: www.health.gov.on.ca/english/public/program/telehealth/telehealth_mn.html

Other Resources

HealthyOntario.com provides quick and easy access to a wide range of high quality health information and services available to Ontario residents.

Website: www.healthyontario.com

Ontario Wait Times Strategy

The Ontario Ministry of Health and Long-Term Care has information on wait times, including a breakdown by individual hospitals for five specific health services.

Toll-Free Ministry INFOline: 1-888-779-7767

Website: www.health.gov.on.ca/transformation/wait_times/wait_mn.html

College of Physicians and Surgeons of Ontario

Contact your provincial college for information on locating a physician or to make formal complaints.

Public (general inquiries)

Phone: (416) 967-2603

Toll-Free: 1-800-268-7096, ext. 603

Website: www.cpso.on.ca

Resources for Complaints

If you have a concern, you should address it directly with the service provider(s) or organization(s) involved. To make a complaint, consider contacting:

Ontario Ministry of Health and Long-Term Care

Phone: (416) 314-5518 (Toronto)

Toll-Free: 1-800-268-1154 (Ontario only)

Website: www.health.gov.on.ca

College of Physicians and Surgeons of Ontario Investigations and Resolutions Department

Phone: (416) 967-2603

Toll-Free: 1-800-268-7096, ext. 603

E-mail: investigations&resolutions@cpso.on.ca

Website: www.cpso.on.ca/policies/complaints

Ombudsman Ontario

Toll-Free: 1-800-263-1830

E-mail: info@ombudsman.on.ca

Website: www.ombudsman.on.ca