

Fact Sheet: The West End Non-Insured Walk-In Clinic (NIWIC)

'the right service at the right time'

A Partnership of seven CHCs in West End Toronto along with community partners including Toronto Public Health will be launching¹ a West End Non-Insured Walk-In Clinic (NIWIC) on Monday March 12th, 2012 at AccessPoint on Jane.

1. **When is the Non-Insured Walk-in Clinic (NIWIC) open?**
 - a. The NIWIC will be open on:
 - i. Monday from 4:00 p.m. until 7:30 p.m.
 - ii. Wednesday from 1:00 p.m. to 4:30 p.m.
2. **Where is the NIWIC located:**
 - a. The NIWIC is located at **AccessPoint on Jane** - 761 Jane Street (at Woolner) on the 2nd Floor
 - b. There is a TTC bus stop directly in front of the building
 - c. The closest subway station is Jane Station
 - d. Please click for bus routes: <http://www3.ttc.ca/Routes/35/RouteDescription.jsp?tabName=map>
3. **Who can use the West End Non-Insured Walk-In Clinic:**
 - a. Anyone matching these criteria can use the NIWIC during open hours;
 - i. **People with no-status/the non-insured**
 - ii. **People who are in the 3 month wait period for their OHIP**
 - iii. **People who do not have a primary care provider (ie. no doctor or nurse practitioner)**
 - iv. **People who live west of Yonge Street in the City of Toronto**
 - b. People who cannot use the NIWIC include:
 - i. Anyone who already has a doctor/nurse practitioner,
 - ii. Anyone who already has OHIP or who covered by government insurance including IFH,
 - iii. Anyone who has private insurance
 - iv. Anyone who is a visitor or a student
4. **What service can a person expect to receive at the NIWIC:**
 - a. At the NIWIC people will receive **episodic** care which means care for a particular or specific medical problem, without an ongoing relationship being established between the person and health care professionals – if medically required there will be follow-up;
 - b. There is no cost for accessing service at the NIWIC
 - c. Referral to medical specialists as appropriate;
 - d. Telephone interpretation will be available;
 - e. Referral to other support services for social determinant of health issues (like housing, food insecurity, health costs, etc),
 - f. When non-status people arrive at the NIWIC they will receive a number and/or be triaged to determine when they see a practitioner that day;
 - g. People identified with chronic and/or unstable conditions will be referred to one of the partner CHCs as appropriate.
5. **Why are we providing this service?**
 - a. We are providing this service **to increase timely access to primary care for non-status people in order to avoid or reduce the progression or development of more severe health issues – 'the right service at the right time'**;
 - b. If you are approached by someone in the media regarding the NIWIC please put them in contact with:
 - i. The Executive Director of your CHC or your area Manager or
 - ii. Axelle Janczur, Executive Director of Access Alliance or
 - iii. Vera Kevic, Public Relations and Communications Officer at Access Alliance

¹ CHC Partners - Access Alliance MHCS, Unison HCS, Lamp CHC, Blackcreek CHC, Davenport-Perth NCHC, Stonegate CHC and Rexdale CHC

Community Partners – Toronto Public Health, U of T Medical Students Immigrant and Refugee Initiative and Midwives