

# KLHIISA- Navigating the Health System

**KLH-OHT**

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April 15, 2026



Kawartha Lakes Haliburton  
**Ontario Health Team**

# Agenda

## Welcome

- What is an OHT
- Common Health Terms
- Where to Find Care
- Getting a Family Doctor
- Test Your knowledge!
- Tips for Newcomers
- Patient Voice

# What is an OHT?

“At maturity OHTs will be clinically and fiscally responsible for providing a full continuum of care for a defined population.”

– The Path Forward, Nov 2022

## **Our vision of locally connected care is enabled by:**

- improvements in transitions in care, and ability to provide care in the right setting, right time, by the right provider;
- enhancing the ability of providers and patients to communicate and access health information (navigation platform, e-referrals, system integrations, shared data for system performance analytics);
- **integrating and standardizing pathways for chronic disease management, palliative care, mental health and substance use health** where appropriate;
- understanding and responding to local complexities through an equity-oriented population health lens;
- provision of navigation supports to increase access and awareness to available supports and services

**Our purpose is to have a relentless focus on supporting people to live their healthiest possible life.**

# Who we are

## Governance Members

- Ross Memorial Hospital
- Community Care City of Kawartha Lakes
- City of Kawartha Lakes Family Health Team
- City of Kawartha Lakes Family Health Organization
- Kawartha North Family Health Team
- Corporation of City of Kawartha Lakes
- Haliburton Highlands Family Health Team
- Haliburton Highlands Family Health Organization
- Haliburton Highlands Health Services
- Corporation of Haliburton County

We also have several partners that participate in working groups and committees to support the development of KLH-OHT projects and initiatives (ie. HKPR PHU, CMHA HKPR, PINT, Seniors' Care Network, KLHCI...).



~100,000 geographic population



~63,000 People receiving healthcare services (attributed population)



7 Patient and Family Advisory Committee members + lived-experience partners



Primary Care Providers

36 Physicians

19 Nps

# Common Health Terms

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# Common Terms -Pharmacist

## Pharmacist

A pharmacist is a health professional

You can find them at a pharmacy (drug store)

You do NOT need an appointment

### They can help with:

Advice for common health problems  
(cold, cough, rash)

Give some medications without a doctor

Help you understand your prescriptions

Give vaccines (like flu shots, COVID-19)



# Common Terms-Walk In Clinic

## Walk In Clinic

A clinic where you can see a doctor or nurse

You do NOT always need an appointment

You can “walk in” or sometimes book same-day

## Go there for:

Minor illnesses (fever, sore throat, infections)

Small injuries

When you cannot see your family doctor

## Good to know:

👉 Wait times can be long



# Common Terms –Primary Care

Primary care is your main health care

It is your first place to go for health needs

Examples:

Family doctor

Nurse practitioner

They help with:

Check-ups and prevention

Ongoing health problems (like diabetes)

Referrals to specialists

Good to know:

👉 Try to have a regular provider if you can



# Common Terms-Virtual Care

What is Virtual Care?

Talk to a doctor or nurse by  
phone or video  
You can stay at home

Example:

East Region Virtual Care  
Clinic

Good for:

Non-emergency health  
problems

When you cannot travel

When you do not have a  
family doctor



# Common Terms-Health Card

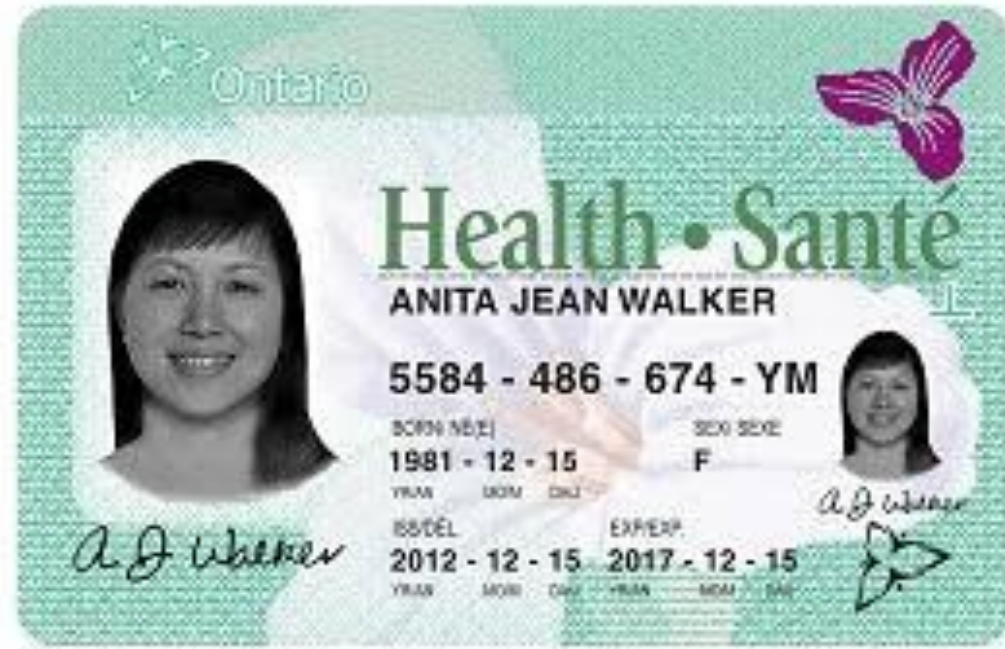
A card from the Ontario government

You show it when you see a doctor or go to hospital

Good to know:

Most services are free with a health card

Always bring it with you



# Common Terms-Mental Health

Mental health is part of your health

You can get help for stress, anxiety, or feeling sad

Where to go:

Your doctor

Community services

KLH-OHT website or phone number



1368236991



# When to go to the Hospital

Go to the Emergency Department or call 911 for:

- Chest pain
- Trouble breathing
- Serious injury
- Heavy bleeding
- Severe pain

Good to know:

👉 Do NOT go to emergency for small problems



# How to find help

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# Find health and wellbeing services in Kawartha Lakes and Haliburton County

Our **online navigation platform** allows you to easily search for local health and wellbeing programs in Kawartha Lakes and Haliburton County. You can get connected to the right health supports, and many of the programs and services listed feature a direct self-referral option.

[www.klhoht.ca/find-services](http://www.klhoht.ca/find-services) 

## Can't find what you're looking for?

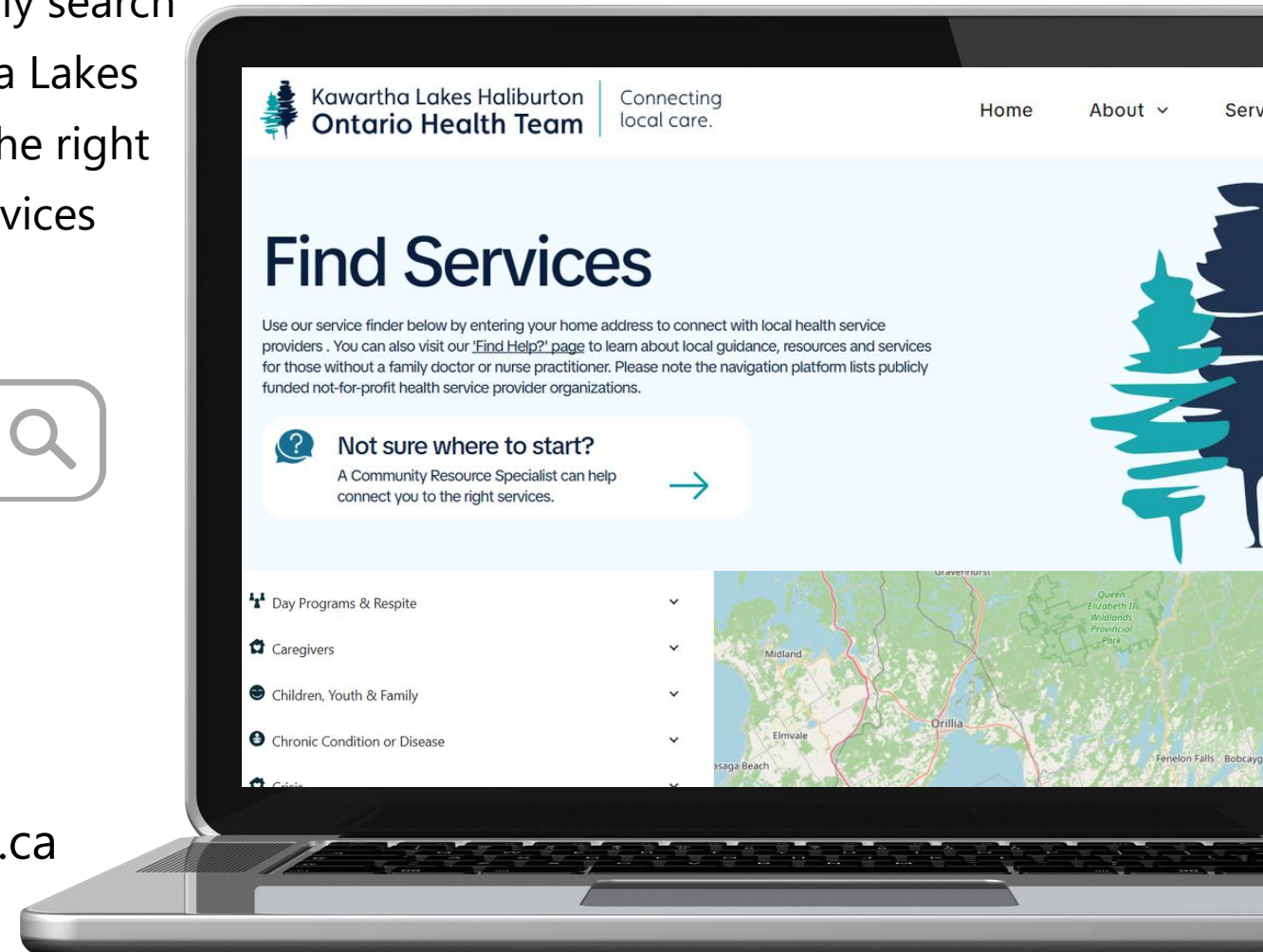
Our KLH-OHT Navigator can help connect you to the right programs and services.



705-934-1439



[navigation@klhoht.ca](mailto:navigation@klhoht.ca)





Kawartha Lakes Haliburton  
**Ontario Health Team**

Connecting  
local care.

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# Self Referrals

Ross Memorial Hospital is offering a Women's Health Clinic for non-urgent care, with priority given to women with no access to a family doctor or nurse practitioner.

The clinic can help with preventive cervical cancer screening (Pap tests), abnormal bleeding, birth control, and treatment of STI's.

Visit [Ross Memorial Hospital's website](#) to complete a self-referral form for the clinic.

For questions, please contact 705-324-6111 extension 6075

[Complete a Self-Referral](#)

## Clinic Information

### WOMEN'S HEALTH CLINIC FOR NON-URGENT

#### HOW CAN THE CLINIC HELP YOU?

- Preventive Screening (Pap test)
- Abnormal Bleeding
- Birth Control
- Treatment of STI's

Fill out a self-referral form at  
[rmh.org/womenshealthclinic](http://rmh.org/womenshealthclinic)  
to book your appointment.

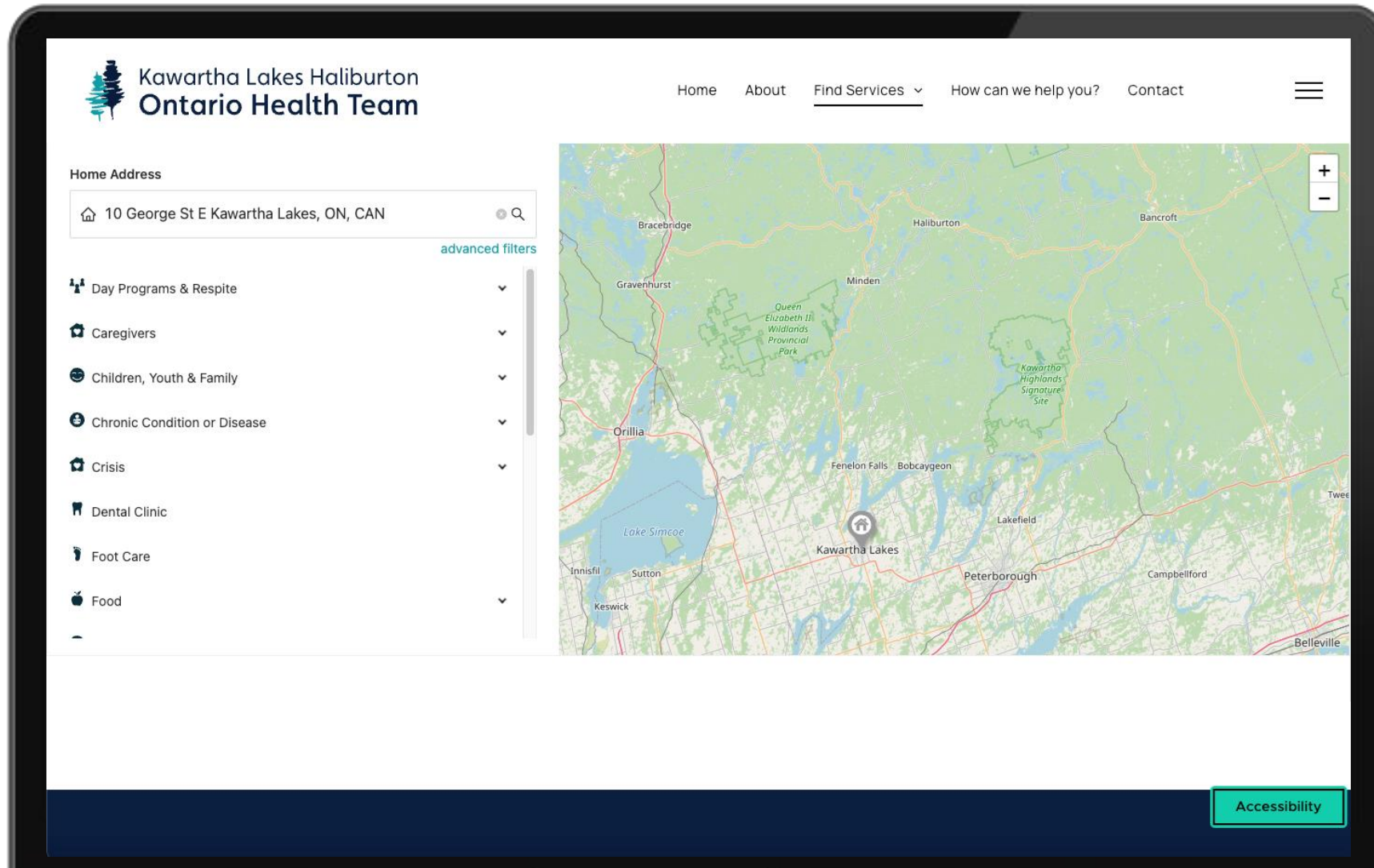
Priority to women with no access to a family doctor



ROSS MEMORIAL  
HOSPITAL  
Serving the South



# Embedded Service Search



# Embedded Service Search



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local care.

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## Older Adults

Use our service finder below by entering your home address to connect with local health service providers offering services for older adults.

Home Address

10 George St E Kawartha Lakes, ON, CAN

[advanced filters](#)

[← Back](#)

[Adult Day Programs](#)

Community Care City of Kawartha Lakes

**Adult Day Program - Lindsay**

0 km away

55 Mary St W, Kawartha Lakes

Community Care City of Kawartha Lakes

**Adult Day Program - Fenelon Falls**

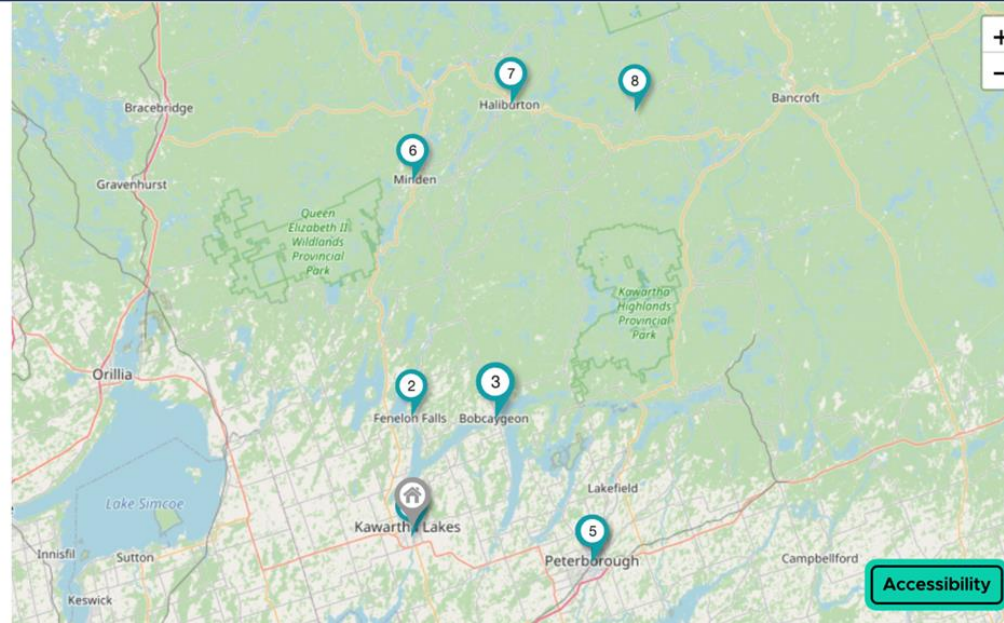
21 km away

123 Colborne St, Kawartha Lakes

Community Care City of Kawartha Lakes

**Adult Day Program - Bobcaygeon**

26 km away





# Find health services near you

## Find help if you don't have a Family Doctor or Nurse Practitioner

There are ways to access the care you need if you don't have a Family Doctor or Nurse Practitioner.

[See more ways to access health services](#)

## Find Emergency Services

### Ross Memorial Hospital

10 Angeline St N,  
Lindsay, ON K9V 3M7



### Haliburton Highlands Health Services

7199 Gelert Road,  
Haliburton ON K0M 1S0



# Understanding Health Services

## Get care without a provider

You can still access many health services even if you don't have a regular family doctor or Nurse Practitioner, including walk-in clinics, community health services, and virtual care options.

- Unattached Patient Urgent Care Clinic
- Minden Hills Urgent Care Clinic
- Women's Health Non-Urgent Care Clinic
- Walk-In Clinics
- Virtual Services
- East Region Virtual Care Clinic
- Pharmacies can now treat minor ailments

**Test Your Knowledge**

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# Choosing the Right Place

Scenario One:

You have a small cold (runny nose, cough, no fever)

Where should you go for care?

# Answer



Best place to go:  Pharmacy

# Choosing the Right Place


## Scenario Two:

You need help right away for a serious problem (like chest pain or trouble breathing).

Where do you go?

# Answer



Best place to go:  Answer: The hospital (Emergency Department) or call

# Choosing the Right Place

## Scenario Three:

You are sick, but it is not an emergency, and you do not have a family doctor?

Where do you go?

# Answer



Best place to go:  Walk-in clinic



**Why:** symptoms are minor and not urgent. A walk-in clinic can check for infections, provide advice, and prescribe medication if needed.

# Choosing the Right Place


## Scenario Four:

You need a regular check up or help with ongoing health issues

Where do you go?

# Answer



Best place to go:  A family doctor or nurse practitioner

# Choosing the Right Place


Scenario Five:

You want to find a family doctor or service in your area

Where can you search?

# Answer



Best place to go:  The KLH-OHT website or phone number

# Choosing the Right Place

Scenario Six:

On the KLH-OHT website what services can you search for?

Where can you search?

# Answer



Health Services like clinics, mental health supports, social connections

# Choosing the Right Place


Scenario Seven:

You need help with feeling sad or stress

Where can you go?

# Answer



Best place to go:  Mental Health Services through the KLH-OHT website or phone number or your doctor

# Choosing the Right Place


## Scenario Eight:

You feel sick, but you do not have a family doctor and  
can not travel to a clinic

What can you use?

# Answer



Best place to go:  A virtual clinic like the East Region Virtual Care Clinic

# Choosing the Right Place

Scenario Nine:

You have chest pain and trouble breathing

Should you use the East Region Virtual Care Clinic?

# Answer



NO. Go to the hospital or call 911

# Choosing the Right Place

Scenario Ten:

Do you have to pay to see a doctor in Ontario if you have a health card?

# Answer



No

# Choosing the Right Place

Scenario Eleven:

Can a pharmacist help you with some medications without seeing a doctor?

# Answer



Yes

# Choosing the Right Place

Scenario Twelve:

Is the emergency room the best place to go for minor problems like a cold?

# Answer



No

# Choosing the Right Place

Scenario Twelve:

True or False? You can ask for help to find services if you are unsure

# Answer



Yes

# Health Care Connect

## Find a doctor or nurse practitioner

### What is Health Care Connect?

Health Care Connect is a provincial program that helps connect people with a family doctor or nurse practitioner. This is your primary health care provider—the person you see for new, non-emergency health concerns and ongoing care.

**If you don't currently have a primary care provider, registering is the best way to get started.**

- ▶ You can still register if you already have a family doctor
- ▶ Registering will not affect your current care
- ▶ You can register for a family doctor closer to your home



# Health Care Connect

Find a doctor or nurse practitioner

## How to Register



**BY PHONE:**

811



**ONLINE:**

[ontario.ca/healthcareconnect](https://ontario.ca/healthcareconnect)



# Tips for Newcomers

## Getting Help:

If you ever feel unsure about where to go or how to access care, you are not alone. The KLH-OHT navigation line and online tools are there to support you.



- Always bring your health card to appointments. (if you have one)



- If you don't have OHIP yet, some services may still be available—ask a navigator.



- Interpretation is often available—don't hesitate to ask.



- Register with Health Care Connect if you need a family doctor.



- Ask questions if you don't understand. It's ok to ask for help

# Lived Experience Advisory and Partnership (LEAP) Committee

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## What is a Lived Experience Partner?

Lived Experience Partners are patients, clients, family members, and caregivers who work alongside the KLH-OHT to help improve care.

They bring real-life experiences and perspectives to the table, helping us better understand what works, what does not, and where we can do better.

By sharing their insights, Lived Experience Partners help shape programs, services, and decisions so care is more connected, supportive, and responsive to community needs.



# Lived Experience Advisory and Partnership (LEAP) Committee

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## What is the LEAP Committee?

The Lived Experience Advisory and Partnership (LEAP) Committee brings together Lived Experience Partners to share their perspectives and help improve care and service experiences across Kawartha Lakes and Haliburton.

This committee provides a space to inform and shape KLH-OHT programs, services, and priorities based on real community experiences.

In addition to the LEAP Committee, Lived Experience Partners may also choose to participate in planning committees or working groups that align with their interests and lived or living experiences.



Questions?



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**Ontario Health Team**

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