



## Frequently Asked Questions Virtual Urgent Care Update

### **What is different about Virtual Urgent Care?**

The local virtual urgent care (VUC) program has recently gone through a transition, and those who access it can expect to see little change in the service. Brightshores has transitioned from a local model to a regional model (one that covers all of Southwestern Ontario), which has more depth and longevity.

### **How do patients access Virtual Urgent Care now?**

Those using VUC service locally will now be doing so through a provider called [Urgent Care Ontario](#). For Grey Bruce residents, the virtual urgent care service is available from 1 to 9 p.m. and pediatric appointments are available from 1 to 5 p.m.

An OHIP health card is required to register for an account and must be provided at the beginning of a visit with a physician. Eligible patients still have access to a nurse practitioner or physician, could have their prescriptions or doctor's notes fulfilled, and will not be charged a fee for accessing the service.

### **Why did I get a message from Maple?**

Our previous contract with Maple has now ended, and some people have received a communication from Maple letting them know they can sign up for their service for a fee. Brightshores is endorsing the use of the regional model being offered through Urgent Care Ontario, as there is no charge.

### **What do these changes mean for the future of Virtual Urgent Care?**

Brightshores supports the VUC program as an important aspect of helping to share in the provision of care that typically falls to local emergency departments. We value this service and know that our community members have come to rely on it as well.

The free Urgent Care Ontario program is expected to evolve in the future, with the virtual care program becoming integrated into the province's Health811 service, which currently allows callers to connect with a registered nurse day or night, seven days a week.