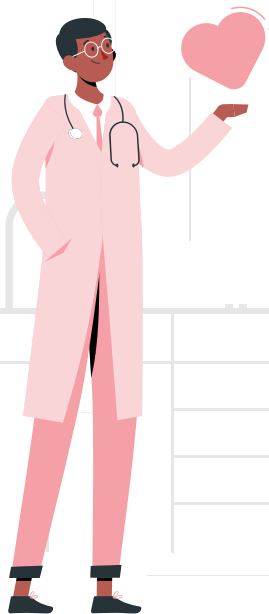


How to get Healthcare in Canada



CAPITAL INTEGRATION MOVEMENT



Health Cards in Ontario

Applying for OHIP requires a simple visit to a Service Ontario near you, as well as a completed OHIP registration form, which can be found and printed from the link below.

<https://forms.mgcs.gov.on.ca/en/dataset/014-0265-82>

<https://www.ontario.ca/locations/serviceontario>

416-326-1234

<https://www.ontario.ca/page/book-serviceontario-appointment>



← Find a Service Ontario near you

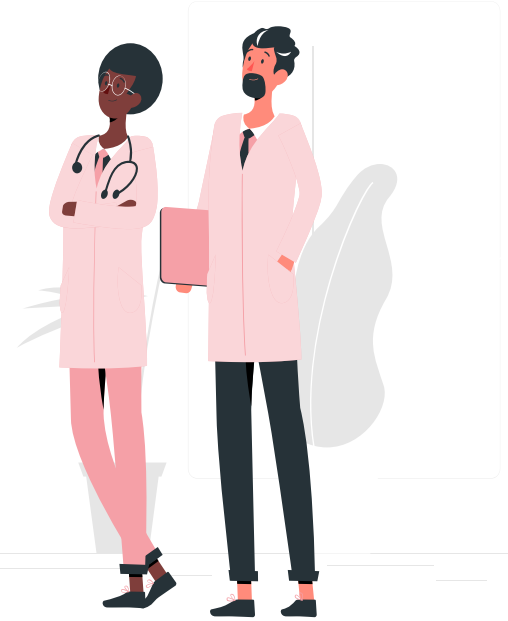
← Contact Service Ontario

← Find a location near you in order to book an appointment/perform service online

What is Required for Health Card Application?

- 3 Separate **ORIGINAL** identification documents
- An original one that proves your OHIP-eligible immigration status
- An original, printed, or digital/electronic one that proves you **live in Ontario**
- An original one that confirms your **identity**

More info on these documents in later slides



#1: Documents for Permanent Residence Immigration Status

- Immigration, Refugees and Citizenship Canada (IRCC) letter (IRCC used to be called Citizenship and Immigration Canada, or CIC). The letter must:
 - be on IRCC letterhead, addressed to you as applicant
 - state IRCC has confirmed you meet the eligibility requirements to apply for permanent residence in Canada and you have not yet been denied.
- IRCC document (e.g. work permit, visitor record, temporary resident permit or study permit), with a note confirming all three of the following. You have:
 - applied for permanent residence
 - met the eligibility requirements to apply for permanent residence
 - have not been denied



#1: Other Immigration Status

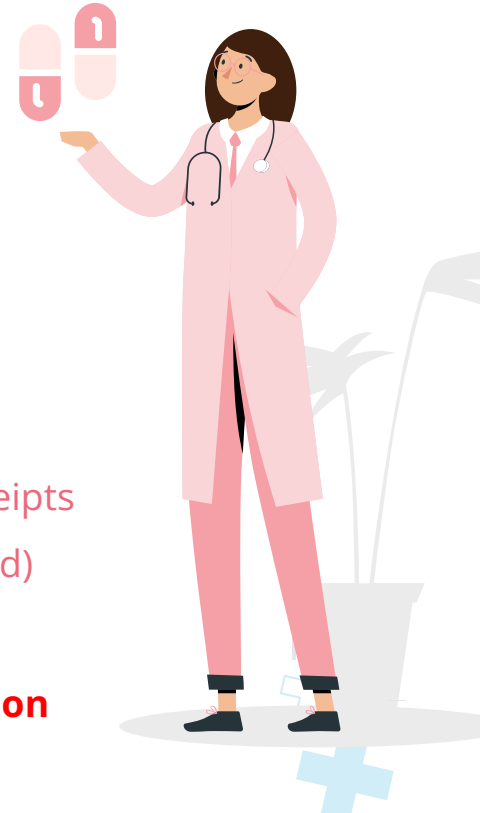
- letter from Immigration and Refugee Board confirming Convention Refugee or Protected Person status
- Protected Person Status document
- temporary resident permit (case types 86 through 95 only)
- work permit (proof of full-time employment in Ontario is required – restrictions apply)
 - this must be an original document (contract or letter) on employer company letterhead signed and dated by the employer and state:
 - that the employee is working full-time
 - the title/occupation of the position
 - that the employee will be working for the company within Ontario
 - the start date of employment, and
 - that the employer intends to employ the employee for a minimum of six (6) months (the letter can state the employee is permanent. However, this does not replace the criteria to confirm “Full Time”)
- Verification of Status (IMM 5716 or IMM 5715)
- written confirmation from IRCC that you are eligible to apply for Canadian citizenship under section 5.1 of Canada’s Citizenship Act




#2: Proof of Residency in Ontario

A second, different document needs to prove you live in Ontario (from this list). May show original, printed version (no photocopies) or digital image:

- valid Ontario driver's licence
- temporary driver's licence
 - only if accompanied by photo licence card with the same address
- valid Ontario Photo Card
- utility bill (e.g. cable TV, hydro, gas, water)
- monthly bank account statements
 - does not include receipts, bank books, letters or automated teller receipts
- employer record (e.g. pay stub, letter from employer on company letterhead)
- school, college or university report card or transcript
- Child Tax Benefit statement
- most recent income tax Notice of Assessment

***More examples on
next slide***



- 
- 
- 
- insurance policy (e.g. home, tenant, auto or life)
 - mortgage, rental or lease agreement
 - Ontario motor vehicle permit (plate or vehicle portions)
 - property tax bill
 - phone bill (e.g. home phone, cell phone)
 - credit card statement
 - statement of direct deposit for Ontario Works or for Ontario Disability Support Program (ODSP)
 - statement of Employment Insurance Benefits Paid (T4E)
 - statement of Old Age Security (T4A) or statement of Canada Pension Plan Benefits (T4A) (P)
 - Any of the following statements from a bank, trust company or credit union:
 - Registered Retirement Savings Plan (RRSP)
 - Registered Retirement Income Fund (RRIF)
 - Registered Home Ownership Savings Plan (RHOSP)
 - Workplace Safety and Insurance Board Statement of Benefits (T5007)
 - Canada Pension Plan Statement of Contributions

#3: Proof of Identity

A third, different document needs to prove who you are and include a name and signature:

- credit card
- valid Ontario driver's licence or temporary driver's licence
- valid Ontario Photo Card
- Canadian Immigration Identification Card
- Certificate of Canadian Citizenship (plastic card)
- Certificate of Indian Status (paper or plastic card)
- Confirmation of Permanent Residence (IMM 5292)
 - only if signature is shown
- current employee ID card
- current professional association licence
- Old Age Security Card
- Ontario motor vehicle permit (plate portion only)
- passport (Canadian or foreign)
- Permanent Resident Card
 - only if signature is shown
- Record of Landing (IMM 1000)
- student ID card
- union card

Service Canada Vs. Service Ontario



Service Canada

- Handles federal documents and applications
 - Employment Insurance (EI)
 - Canada Pension Plan (CPP)
 - Canada Pension Plan Disability (CPP-D)
 - Old Age Security (OAS)

Service Ontario

- At ServiceOntario you can get your *driver's licence, plate stickers, health cards, birth certificates, register a birth and more.*





Finding a family doctor

#1: Health Care Connect

- A nurse finds a doctor for you
- Online at:
hcc3.hcc.moh.gov.on.ca/HCCWeb/faces/layoutHCCSplash.jsp
- By phone (1-800-445-1822)

#2: The College of Physicians and Surgeons of Ontario's Find a Doctor search

- Online at doctors.cpso.on.ca/?search=general
- You input city, language, and any other information and then contact the doctor
- See our website for a refined list of doctors in your area who speak your language



What is NOT covered by OHIP?

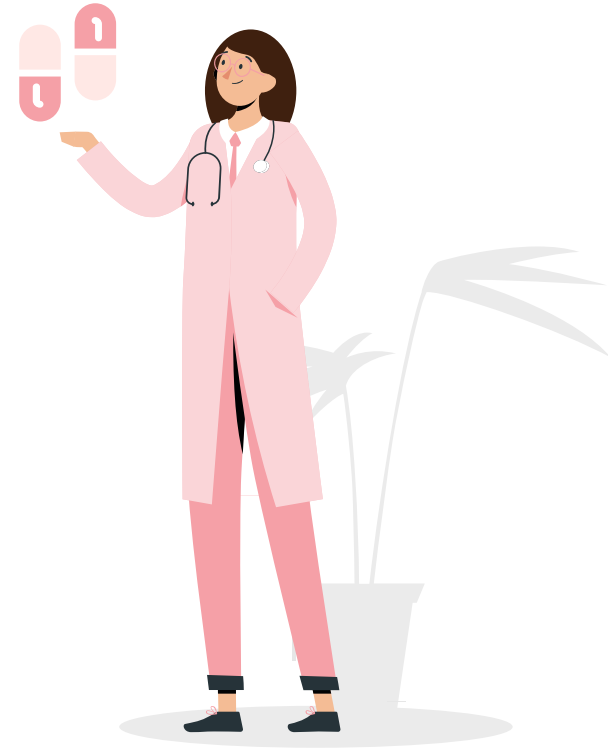
1. Prescription drugs provided in non-hospital settings (e.g. antibiotics prescribed by your family doctor)
2. Eyeglasses, contact lenses, laser eye surgery
3. Dental services

Many employers give insurance/benefits that partially or fully covers the cost for these services, this is an important question in your job search



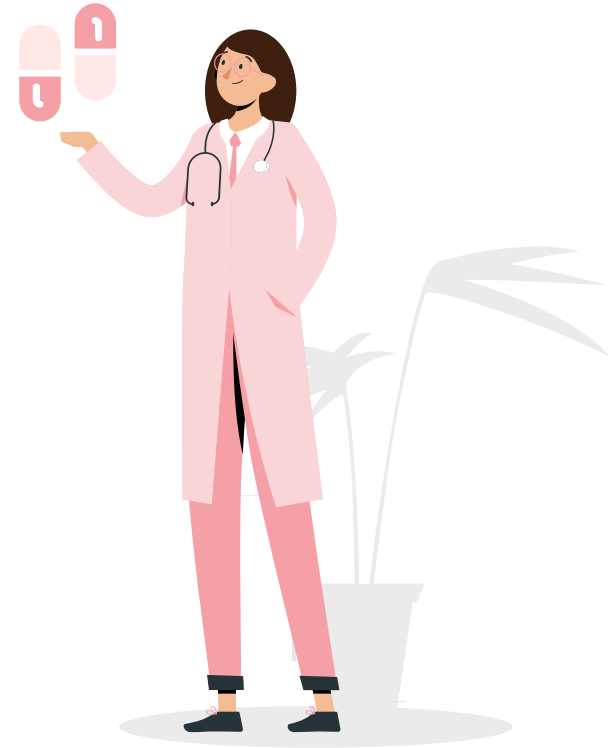
My employer does not give benefits/I am unemployed? How do I get these services?

- Ottawa Newcomer Health Centre/Clinics offers services for mental health, cancer and TB screening and vaccines <https://onhc.ca/>
 - Join the waitlist if they are full
- Somerset West Community Health Centre offers services for dental screening, HIV testing, acupuncture, counselling, nutrition <https://www.swchc.on.ca/newcomer>



My employer does not give benefits/I am unemployed? How do I get these services?

- Health Smiles Ontario covers dental work for children under 17 and the Ontario Seniors Dental Care program for 65+
- Call 311 to find out if you are eligible for any coverage on glasses or eye exams
- Ontario Drug Benefit program for subsidized prescription costs





Interim Federal Health Program: What is it?

Basic Coverage

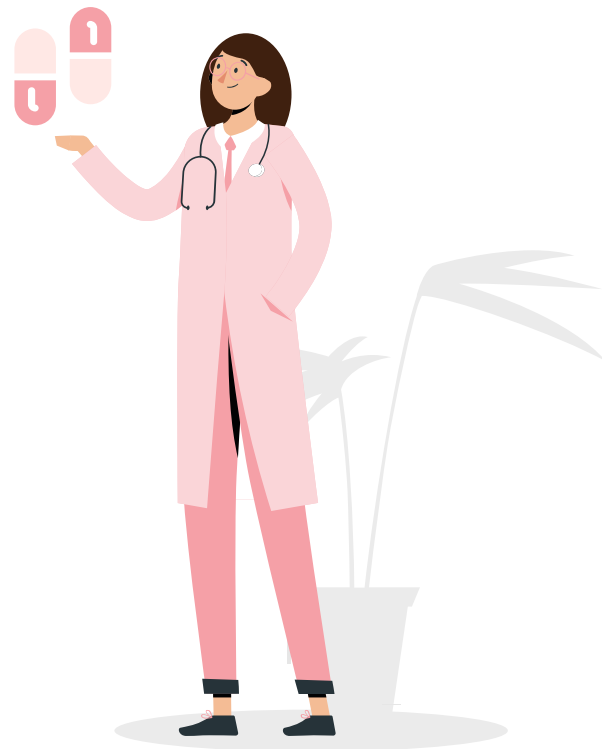
Doctor, hospital,
ambulance, nurses

Prescription Drug Coverage

medications, drug plan

Supplemental Coverage

vision, dental, home/long term care,
therapists and other health care
practitioners



Who is it for?

1. Resettled refugees

2. Detainees

**3. Protected Persons in
Canada**

individuals with positive
decision asylum claim,
protected person

4. Refugee claimants

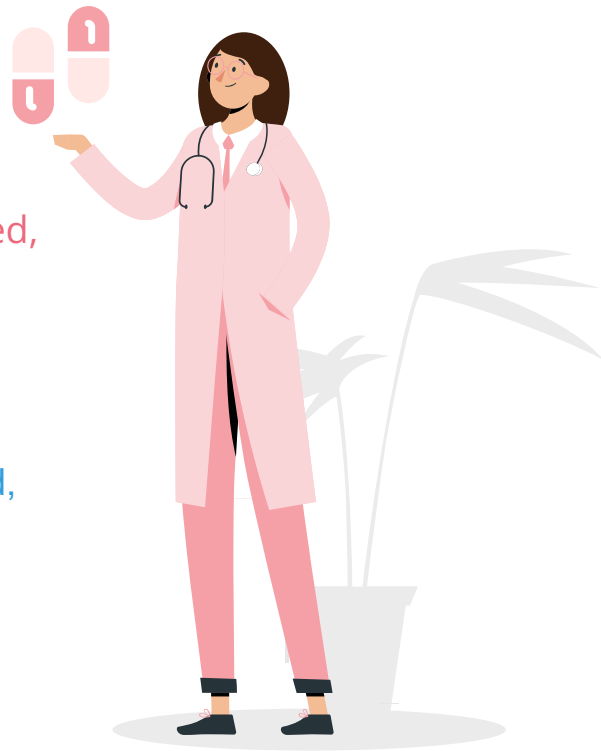
**5. Victims of human
trafficking**

<https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care/interim-federal-health-program/eligibility.html>

Interim Federal Health Program

How to Apply?

- In most circumstances, IFHP coverage is automatic. Your refugee status determines eligibility. If your claim was refused, you may need to reapply.
- If you're eligible, you can apply to:
 - get new coverage
 - extend your coverage
 - If your IFHP eligibility document is lost, stolen, or destroyed, obtain confirmation.

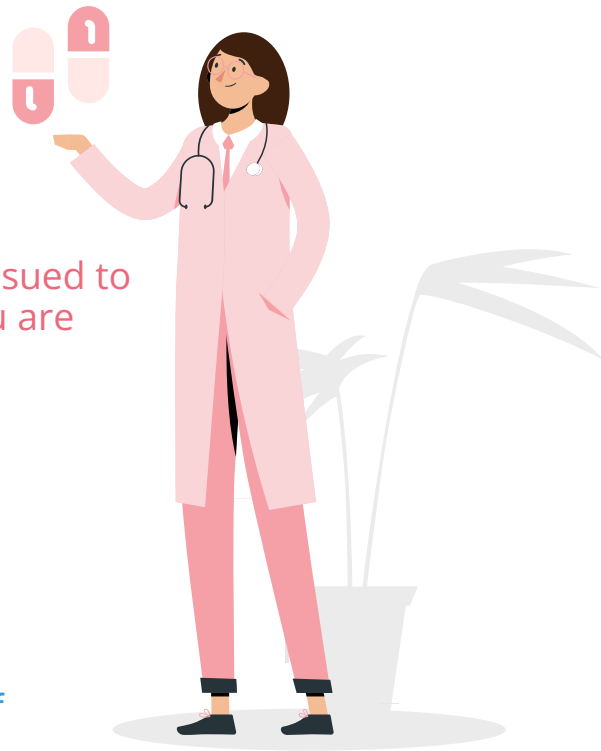


Interim Federal Health Program

How to Apply?

Step 1. Gather Documents

- *Application for IFHP Coverage (IMM 5564);*
- A **clear** and **legible** photocopy of one of these documents issued to you by IRCC (or issued to the child under 14 years of age you are applying for). Submit the most recent:
 - *Refugee Protection Claimant Document (RPCD)*
 - *Interim Federal Health Certificate (IFHC)*
 - *Temporary Resident Permit (TRP)*
 - *Confirmation of Permanent Residence (COPR)*
 - *Single Journey Travel Document*
 - *Permanent Resident Card*
 - Any other document issued to you and your dependants, if applicable, by Canadian immigration authorities.



Interim Federal Health Program How to Apply?

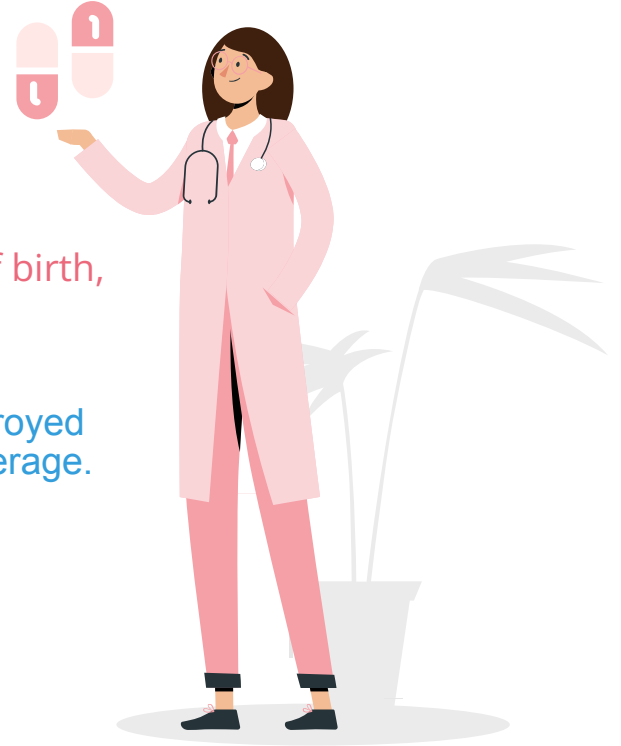
Step 2. Fill out the Application

- **Section A - Personal Details**

- your personal information, such as family name, date of birth, address, etc.

- **Section B – Information for Document Replacement**

- Fill out only if your IFHP document was lost, stolen or destroyed and you are asking for a confirmation of existing IFHP coverage.



Interim Federal Health Program

How to Apply?

Step 2. Fill out the Application (continued..)

- **Section C – Your Status in Canada**

- In this section, describe your immigration status in Canada. Your

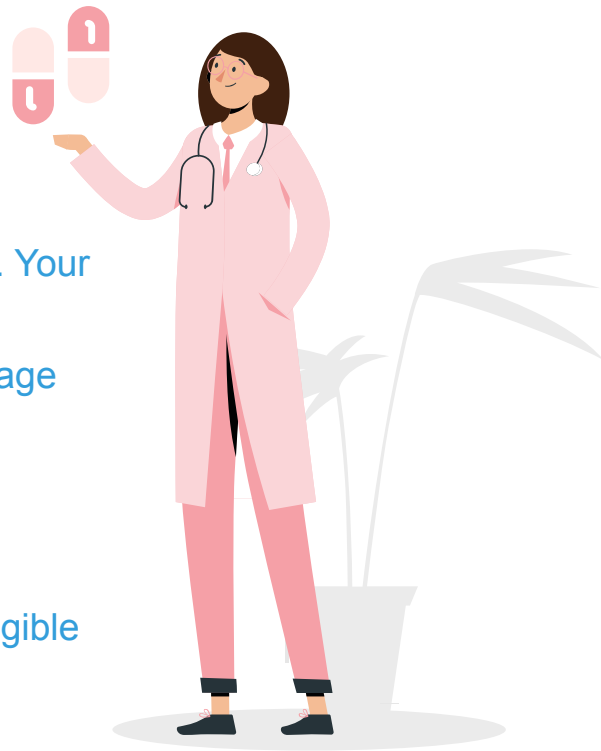
- **Section D – Other Information**

- In this section, tell us if you are eligible for or receive coverage under any provincial or territorial health insurance plan.

- **Section E – Declaration of Applicant**

- Sign and date at the bottom of the form.

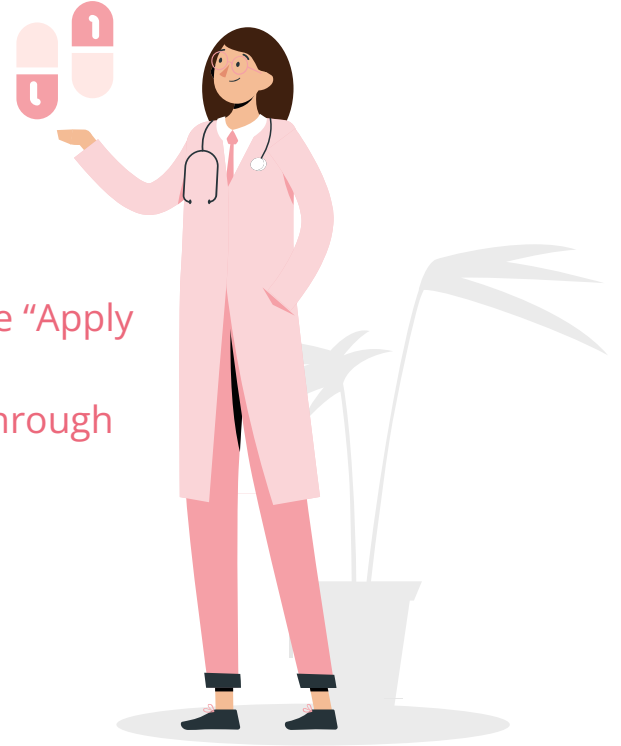
Answers in these sections will be used to decide if you are eligible for IFHP. Answer truthfully and to the best of your knowledge.

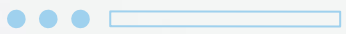


Interim Federal Health Program How to Apply?

Step 3. Submit the Application

- **To submit online:**
 - [Create a MyCIC account](#);
- Under the heading “What would you like to do today” choose “Apply for the Interim Federal Health Program (IFHP)”.
- Note: You will get an answer to your application by e-mail, through your My account.
- **To submit by mail:**
 - Put the forms and supporting documents in an envelope;





Translators in Healthcare

Why have a translator?

- They help avoid miscommunication
 - Symptoms and history must be communicated accurately in order to ensure you receive proper care
- They give you confidence
 - You are allowed to speak your mind and ask questions in a way that is convenient to you



Translators in Healthcare

Where can I find a translator?

- If you have a visit at an Ottawa Hospital, you must notify them before your appointment that you need an interpreter
 - Once they are aware, they'll book one for you
 - This is at no extra cost to you
- If you arrive through the emergency department, make sure to notify them upon arrival
- It does sound intimidating to navigate this process, but healthcare professionals are only there to help and should have no issues accommodating your needs



Translators in Healthcare



What about translators for other clinics and services?

- Most other translator services are made to be booked by healthcare providers
 - Try to let them know you require a translator at your visit and they will work out a booking
 - If you are registering at a walk-in appointment, let them know immediately
- If you have a family member who can translate instead, they can accompany you although professional interpreter can be better to ensure your privacy and the accuracy of the information told to you

Translators in Healthcare

What are phone in programs?

- They are programs that utilize a translator who is not physically present
- They still do everything a translator would, they just aren't at your appointment physically
- These programs are becoming more popular since they allow for ease of use and avoid contact during the pandemic
- Some examples include:
 - Cultural Interpretation Services for our Communities
 - MediBabble (app)
 - Canopy Apps (app)
 - Verbal Care (app)





Walk-In Clinics in Ottawa

- Appletree Medical Group (downtown)
- Appletree Medical Group (Nepean)- 3 locations
- Bank Medical Centre (South-Keys)
- Good Doctors Ottawa (South Keys)
- Strandherd Medical Centre (Barrhaven)
- Barrhaven Medical Centre (Barrhaven)
- Sahira & Hanif Charania, Drs. (Barrhaven)
- Appletree Medical Group (Kanata)
- Hazeldean Medical Clinic (Kanata)
- Stittsville Medical Clinic (Kanata)



Downtown and Nepean

- Appletree Medical Group

Barrhaven

- Strandherd Medical Centre
- Barrhaven Medical Centre
- Sahira & Hanif Charania, Drs.

South Keys

- Bank Medical Centre
- Good Doctors Ottawa

Kanata

- Appletree Medical Group
- Hazeldean Medical Clinic
- Stittsville Medical Clinic

