

Referral criteria

Access 365 Clinic supports patients **with semi-urgent concerns** who can't get in to see their family doctor or nurse practitioner.

Access 365 is NOT able to support patients with:

- emergent medical issues
- emergent mental health crises
- elective or non-urgent clinic visit requests
- requests for arranging diagnostic imaging (DI) or specialist referral
- chronic conditions, unless the concern is an acute exacerbation
- casting or cast removal
- routine lab or DI reviews
- prescription renewals (unless urgent extenuating circumstances)
- driver's medicals
- disability form completion
- requirements for lifting or transfer assistance

For infants under two months

Have the family call the **New Parent and Newborn Line** at **1-833-805-BABY (2229)**. A registered nurse will triage and direct the family to the appropriate provider.