

*Our community health centre is dedicated to creating wellness for all!*

### **Who can come to the health centre?**

If you do not have a family doctor and if you are a senior who is alone or if you are facing challenges with finances, addictions and/or mental health issues our nurse practitioners, nurses, physician, dietitian and therapist will provide you and your family with primary health care services such as check-ups, medications, tests and counselling.

You must register as a patient. Please book an appointment to fill out enrollment forms. You must do this before your first appointment.

### **Can I come here in an emergency?**

Go to your local hospital in an emergency. We cannot handle medical emergencies such as accidents, heart attacks and drug overdoses. However, we do offer programs that may help your long-term recovery.



### **I already have a family doctor, what can you do for me?**

You may take part in health education programs and support groups designed to help you live a healthier life.

### **What community programs do you offer?**

We offer no-cost education and support programs such as:

- Support with Diabetes
- Depression support group
- Dealing with stressful times
- Healthy lifestyle
- Farm Health
- Community kitchens
- Food and nutrition
- Caring for elderly parents

Check our website, bulletin boards and flyers for updates.

### **How do I book an appointment?**

Call 519-539-1111 or come by to arrange an appointment. We do not offer drop-in or emergency services.

### **Will I have to pay for the services?**

People with OHIP coverage do not pay for WACHC primary care services; we provide service to non-insured individuals too. Support groups and education programs are offered at no cost.

### **I'm going through a hard time. Can you help me?**

At different times in our lives we face difficulties that we need help with:

- Depression that sets in after a family breakup, loss of a job, death of a spouse or birth of a baby.
- Recent diagnosis of a serious illness like diabetes or cancer.
- Family planning.
- Drug or alcohol dependency.
- Caring for an ill parent or spouse.
- Challenges at school, work or home.

We're here to provide you with confidential and compassionate care. We will listen carefully to your concerns and work together on a plan that makes sense for you.



### **If I'm worried about a family member or friend's health. What can I do?**

Start by explaining your concern, telling them about WACHC and giving them a brochure. Encourage them to book an appointment.

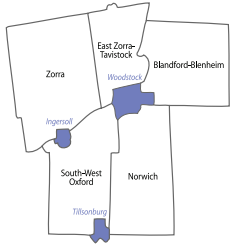
### **But, I don't live in Woodstock.**

Everyone who lives in Oxford County is welcome to join our education and group programs. Our Woodstock centre is open and in the future, we plan to offer some services in Ingersoll and Tillsonburg. We'll let our communities know when these are available using local newspapers, community venues and on our website.

### **This is a small community, how will you protect my privacy?**

We follow all health care privacy laws. Please see our website or handout for our privacy policy.

## Serving Oxford County



### *Why was the WACHC created in Oxford?*

A government study showed that we have some unique challenges including a high seniors population, large number of people with chronic health diseases

(e.g. diabetes, mental health and substance abuse) and a shortage of family physicians. A community health centre delivers targeted health care services to meet the specific needs of our county. We work with existing social and health services to make our communities healthier.

### *Is it the same as a walk-in clinic?*

No, community health centres have a unique model of care. We use a long-term team approach: for example, if someone needs medical support, a special diet, counselling to help them deal with stress and are interested in joining a community kitchen program, they can access one or all of these supports – **health care, education and support** – in one place.



## Get Involved

### *Become a Member*

Becoming a member costs \$1 a year. Members give suggestions about programs and services they feel will benefit their community. You get to have a say in what happens at your community health centre.

### *Become a Volunteer*

We welcome adults of all ages as well as high school, college and university students who are interested in health and social services. A volunteer application form is available on our website and at WACHC.



Woodstock and Area  
Community Health Centre

[www.wachc.ca](http://www.wachc.ca)



## Every One Matters.

Find out how we can support your health needs:  
call or come by to book an appointment.

**519.539.1111**

OPEN

Monday to Friday 8:30 am - 4:30 pm  
and some evening hours

Tillsonburg Toll Free 877.522.1112

400 Dundas Street, Woodstock, Ontario N4S 1B9

[www.wachc.ca](http://www.wachc.ca)

Supported by:



*Living healthier and feeling better*

We help people take charge of their health

We offer primary health care for people in Oxford County who do not have a physician and who experience barriers to accessing primary health care.

Health education programs and support services are available to everyone.

**Call or come by to book an appointment**

**519.539.1111**

400 Dundas Street, Woodstock

**Every One Matters.**