

Connect Clinic

Frequently Asked Questions for Partner Organizations & Referrers

March 2026 | Version 1.0

This document is intended to help your organization understand the Connect Clinic, answer questions from the people you serve, and make confident, accurate referrals. If something isn't covered here, please contact us directly.

Eligibility & Access

Who is the Connect Clinic for?

The Connect Clinic is for residents of Peterborough City and County who do not currently have a family doctor or nurse practitioner. If someone you work with is unattached and needs primary care, the Connect Clinic is the right place to refer them.

My family doctor doesn't work in Peterborough; can I still visit the clinic?

Yes, but only for residents of the City and County of Peterborough for are seeking a family doctor or nurse practitioner in the region.

Does it matter how long someone has been without a family doctor?

No. There is no minimum or maximum time requirement. Anyone who is currently unattached — whether recently or for years — is eligible.

Can people from outside Peterborough City access the clinic?

The clinic's primary focus is Peterborough City and County. If you are unsure whether a specific patient qualifies, please call the clinic directly.

Is an OHIP card required?

Yes. An OHIP card is required for all appointments. The clinic provides OHIP-covered services at no cost to patients. If the person you are referring does not have an OHIP card, please connect them with appropriate supports before referring to the clinic.

Contact & Referral Information

Phone: 705-651-4866

Website: peterboroughfht.com

Locations: 185 King Street, Suite 500 | 555 George Street North

Hours: Monday – Friday (phones closed 12:00–1:00 PM). Closed weekends and statutory holidays.

The Connect Clinic is funded in part by Ontario Health.

CONNECT CLINIC

Peterborough Family Health Team

Can people self-refer?

Patients can self-refer. You can direct anyone to call the clinic directly or book online if they are an existing patient.

Is this a walk-in clinic?

No. The Connect Clinic is not a walk-in. All patients must book an intake appointment before receiving care. This distinction is important: the clinic builds and maintains a medical record for each patient, providing continuity rather than episodic, one-time visits.

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How Booking Works

How does someone book an appointment?

New patients must call the clinic at 705-651-4866 to book their intake appointment. Existing patients may call and or book online. The clinic is not open on weekends or statutory holidays. Note: phones are closed from 12:00 – 1:00 PM daily

How quickly can patients be seen?

The Connect Clinic offers same-day or next-day appointments, Monday – Friday.

What should I tell someone before they call?

Let them know they will need their OHIP card. Encourage them to call in the morning or early afternoon (before noon or after 2:00 PM). If they don't get through right away, advise them to try again — the clinic receives high call volumes and appreciates patience.

Are there two locations? Which one should I refer to?

Yes. The clinic operates at 185 King Street (Suite 500, 5th floor) with paid parking across the street, and 555 George Street North with free onsite parking. Our primary phone number (705-651-4866) coordinates appointments between both locations.

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What's Covered & What's Not

What does the Connect Clinic treat?

The clinic handles most common primary care needs, such as but not limited to: birth control and family planning, blood pressure checks, cold symptoms (over one week), COPD/CHF flare-ups, diabetes management (labs and medication), dizziness and balance issues, immunizations, menstrual concerns, muscle and joint pain, cancer screenings, prescription refills, skin issues, sore ears and throat, stomach and bowel issues, and urinary tract infections.

What does the clinic not provide?

The Connect Clinic does not provide: emergency care (call 911 or go to the nearest ED), insurance or disability forms, driver's licence medicals, narcotic or controlled drug prescriptions (with the exception of existing ADHD prescriptions), suturing of lacerations, bone setting, allergy injections, or minor surgical procedures.

Can the clinic facilitate specialist referrals?

Yes. The Connect Clinic can facilitate specialist referrals when appropriate to support a patient's ongoing care needs

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Medical Records & Continuity

What happens to a patient's medical record at the Connect Clinic?

The clinic starts and maintains a medical record for every patient. This record stays with them throughout their time at the Connect Clinic and can transition with them when they are permanently attached to a family physician or nurse practitioner.

Can the clinic receive records from a patient's previous or retired physician?

Yes. With patient consent, charts can be transferred to the Connect Clinic via a secure platform. The clinic's administrative team supports a smooth handoff and chart creation.

Will patients see the same provider each visit?

Care is delivered by a team of local family doctors, and nurse practitioners supported by Registered Practical Nurses. While specific provider continuity may vary, the medical record ensures continuity of care regardless of which clinician a patient sees.

What happens when a patient gets permanently attached to a family doctor?

The Connect Clinic's role is explicitly transitional. When a patient is permanently attached to a family physician or nurse practitioner, the clinic supports the transition and transfer of their medical record to the new provider.

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