



Note: We are located between College subway station and Queen's Park subway station

How to find us:

From the Yonge subway line:

- Get off at the College stop (note: **this is not** an accessible subway stop).
- Go west on College Street and cross to the west side of the intersection of Bay Street and College Street.
- Go north one block on Bay Street to Grenville Street.
- Turn left and go west on Grenville Street.
- 76 Grenville St. will be on your right.

From the University subway line:

- Get off at the Queen's Park stop (note: **this is** an accessible subway stop).
- Go east along College Street to Elizabeth Street.
- Turn left and go north on Elizabeth Street to Grenville Street.
- Women's College Hospital is at 76 Grenville St.

The Crossroads Clinic Women's College Hospital's Refugee Health Clinic

76 Grenville St., 3rd floor
Toronto, ON M5S 1B2
Call 416-323-6031 and press 2
for an appointment.



WOMEN'S COLLEGE HOSPITAL
Health care for women | REVOLUTIONIZED

76 Grenville Street,
Toronto, ON M5S 1B2
T. 416-323-6400
womenscolleghospital.ca
womenshealthmatters.ca
womensresearch.ca
womenscolleghospitalfoundation.ca

The Crossroads Clinic



WOMEN'S COLLEGE HOSPITAL
Health care for women | REVOLUTIONIZED

The Crossroads Clinic

Welcome to the Crossroads Clinic – Women’s College Hospital’s refugee health clinic. We are glad that you have found us.

Our medical team has worked with hundreds of newly arrived refugees and is very familiar with issues that refugees face. We have a team of physicians and nurse practitioners to serve your needs. We will try to have you see the same provider each visit, but sometimes you may see another team member.

We will address all your health needs—physical and emotional. We will see you when you are sick but we also provide care to keep you well and prevent you from getting sick through check-ups and by giving you certain vaccines. We can help connect you to other healthcare and social service providers as needed.

We provide a range of services including the following:

- management of chronic diseases such as diabetes and hypertension
- full primary care for children including immunizations
- pregnancy care
- family planning advice
- annual health exams for people of all ages
- preventative care to avoid future illnesses

- assistance with issues such as sleep disorders, depressed mood and anxiety
- diagnosis and management of acute medical issues
- arranging appointments with specialists when necessary
- health education on a variety of health issues

We will provide you with medical care for two years. After two years, we will connect you to a family physician near your home.

We can serve you in your language and use telephone interpretation services if needed.

Your health details are private and we do not share your information without your consent.

Appointments

We see patients by scheduled appointments. Please come on time. If you cannot make your appointment, please call and let us know as early as possible. We can sometimes see you for a walk-in/same-day appointment for urgent issues (e.g. fever, rash, sickness, etc). Please call ahead if you require such services at **416-323-6031 (press 2)**.

Please be sure to attend all scheduled appointments with our clinic and specialist appointments that we schedule for you and please also complete any requested tests. If you miss an appointment, it may take a

long time to get another one. If you receive information about a specialist appointment that you do not understand, please call us or come to our clinic so we can clarify it for you.

Identification

Always bring your refugee identification documents with you to all appointments and when getting prescription medication. Have your Interim Federal Health Program (IFHP), Ontario Works (OW) and Ontario Drug Benefits (ODB) documents with you. Please also bring your OHIP card (if available) and social assistance and prescription card with you.

After-Hours Care

If you have an urgent health issue while we are closed, you can contact the doctor on-call. Call the main clinic number to reach the operator and they will page the doctor, who will call you back. For very serious issues such as chest pain, difficulty breathing or a serious acute injury, please visit an emergency department at a hospital close to you.

Location and contact

76 Grenville St., 3rd floor
Toronto, ON M5S 1B2

Hours of service

Monday to Friday, 9 a.m. to 4 p.m.
For an appointment call: **416-323-6031 and press 2.**