The Urgent Care Clinic is staffed by mental health clinicians and psychiatrists who specialize in crisis management.

The clinic operates Monday to Friday 8:30 a.m. to 4:30 p.m.

Patients appropriate for the clinic are those who are not in need of immediate hospitalization or emergency department assessment, but are unable to wait weeks for an outpatient assessment.

Patients require a referral to be considered for the clinic. Once the referral has been reviewed, one of the mental health clinicians will call the patient and do an intake interview to further assess the patient and their situation.

Referrals often come from the UHN Emergency Departments. Family physicians from outside UHN are able to refer patients but must be mindful of the clinic’s catchment area.

The catchment area is from Lake Ontario north to Eglinton Avenue and from Parkside Drive (Keele Street) east to Yonge Street.

The entire interview will take approximately 2 - 3 hours

The patient will be interviewed by the team in a comprehensive assessment

Interpretation services are available upon request

Family members are encouraged to attend and will be interviewed separately

Emergencies should be referred to the Emergency Department

The clinic is intended for those currently without psychiatric care

Self-referrals are not accepted

Referrals can be made by completing an “Urgent Care Clinic (UCC) Referral Form” and faxing it to (416) 603-6289. These forms are available in both UHN Emergency Departments and may also be obtained by calling the clinic secretary at (416) 603-5809 and requesting one.

Any additional information available sent with the referral would also be helpful.