

Virtual Urgent Care

Convenient, confidential, same-day virtual mental health support.

The CAMH Virtual Urgent Care Clinic is not permitted to provide prescriptions or renewals for opioids, benzodiazepines, methadone, suboxone, cannabis or stimulant prescriptions. If you are looking for prescriptions or renewals of any of the above, please reach out to your family doctor, a walk-in clinic or consider visiting an emergency department or urgent care clinic in person.

Is the CAMH Virtual Urgent Care Clinic right for you?

Please take a moment to read the following questions:

- Are you concerned about your mental health?
- Are you able to wait until later today to speak with a mental health provider?
- Are you 16 years of age or older?
- Do you live within the City of Toronto?
- Are you able to speak in a private space using a computer, smartphone or tablet?

If you responded yes to all of the above, then the CAMH Virtual Urgent Care Clinic may be a good option for you.

<https://www.camh.ca/en/your-care/programs-and-services/virtual-urgent-care>

How to use the CAMH Virtual Urgent Care:

1. Click on the “[Click here to book an appointment](#)” button below or at the top of your screen. Please note that the person with the mental health concern must be present at the appointment.
2. You will be asked to complete a quick registration process and include your reason for scheduling the appointment. Please have your OHIP card available. For more information about privacy and sharing your health information, [click here](#).
3. Request an appointment time that works with your schedule. Please note that appointments are approximately 30 minutes long.
4. Prior to your session, you may be contacted by a CAMH mental health provider by email or from an unknown number to clarify details and learn more about your situation.
5. You may receive links to some pre-consultation questionnaires, which will assist the CAMH mental health provider in supporting you.
6. You will receive an email and/or a text message with your appointment details including the videoconferencing link. The virtual appointment will take place using WebEx, a free and secure videoconferencing service. For more information about WebEx, [click here](#).
7. Open the email or text message from the CAMH Virtual Urgent Care and click on the video link at your appointment time.
8. The videoconference will begin and you will be connected to a CAMH mental health provider.
9. After your appointment, you will receive an email inviting you to complete a survey and provide feedback on your experience with this service.