

# HEALTH CARE IN MANITOBA

Eligibility, Rights and Services

WRHA Public Health  
2023



Winnipeg Regional  
Health Authority

Office régional de la  
santé de Winnipeg

# Welcome to Manitoba

- Acknowledgement of treaties & connection to Indigenous ancestral & territorial lands



- Resources:

- MB for Ukraine [www.gov.mb.ca/mbsupportsukraine/](http://www.gov.mb.ca/mbsupportsukraine/)
- Health Services Document (FAQ):  
[www.gov.mb.ca/asset\\_library/en/manitoba4ukraine/faq-doc.pdf](http://www.gov.mb.ca/asset_library/en/manitoba4ukraine/faq-doc.pdf)
- Manitoba 211 [www.mb.211.ca](http://www.mb.211.ca)
- Health Links – Info Santé  
[www.misericordia.mb.ca/programs/phcc/health-links-info-sante/](http://www.misericordia.mb.ca/programs/phcc/health-links-info-sante/)



# Presentation Outline:

- Health Care in Manitoba (MB)
  - Coverage
  - Eye Care
  - Dental Care
- Finding a Health Care Provider
- Where to Go For Health Care
- Health Care Rights
- Benefits & Additional Resources:
  - EIA, Pharmacare, Federal Dental Benefit, Manitoba Prenatal Benefit, Canada Child Benefit, Child Care, 211 Manitoba
- Questions



# Health Care in Manitoba

- In Canada & MB, the health care system is publicly funded & everyone is eligible for free healthcare
- Basic medical costs are covered with a MB Health Card
- Some costs are not covered with a Health Card
- Some people are eligible for additional supports:
  - EIA, Canada Dental Benefit, Canada Child Benefit, Pharmacare, Healthy Baby Prenatal Benefit



**REGISTRATION CARD**  
**CARTE D'IMMATRICULATION**

Manitoba Health  
Santé Manitoba

REGISTRATION NO.  
N° D'IMMATRICULATION 000000

**SAMPLE**

JOHN DOE  
123 ANYWHERE ST  
WINNIPEG MB R3B 3M9

**VALID ONLY IF RESIDENT OF MANITOBA**  
**VALABLE SEULEMENT POUR LES RÉSIDENTS DU MANITOBA**

REG. # 000000

NAME(S) / NOM(S) #MM  
JOHN

Sex / Sexe  
M

Birth Date / Date de naissance  
01 01 66

Coverage Date / Date en vigueur de la garantie  
01 01 66

**SAMPLE**

**ORGAN AND TISSUE DONOR CARD**  
Consent under *The Human Tissue Act C.C.S.M. c.H180*

I, \_\_\_\_\_  
consent to the use, after my death: (please check ✓)

☐ any needed organs or parts of my body; or  
☐ the following specified organs or parts of my body, namely: \_\_\_\_\_

for the following purposes:

☐ transplant and other therapeutic purposes;  
☐ medical education purposes;  
☐ medical research purposes.

Donor Signature \_\_\_\_\_

Co-signature of parent or guardian where donor is under 18 years of age \_\_\_\_\_

**MANITOBA TRANSPLANT PROGRAM (204) 767-1897**

## Manitoba Health Card



# Manitoba Health Coverage

MB Health covers basic medical services:

- Medical appointments or clinic visits
- X-ray & laboratory services (e.g. blood tests) ordered by a doctor or nurse practitioner
- Many types of surgery
- Most treatment by specialists
- Hospital care
- Most immunizations
- Home care



# Manitoba Health Coverage

MB Health **does not** cover the cost of :

- Ambulance transportation
- Dental work or orthodontic work
- Eye examinations for those 19-64 years old\*
- Eye glasses or contact lenses
- Prescription medications
- Private counselling, physiotherapy, massage...
- Plastic /cosmetic procedures or surgery
- Immunizations for travel



# Private Health Care Plans

- Manitoba Blue Cross, Great West Life, & other insurance companies offer a variety of extended health plans for a fee
- Cover a portion of ambulance, dental, prescriptions & other health spending
- Some employers provide a supplementary health plan through work
- Eligibility, enrollment periods & monthly costs vary



# Eye Care



In Manitoba, if you are:

- <19 years of age or 65+ years, you are entitled to free eye examination every 2 years
- Between 19 – 64 years, you must pay for eye examinations\*
  - Cost ranges from: \$65-\$150

\*If you have an eye disease & need an eye specialist (ophthalmologist), eye examinations are covered by Manitoba Health for free regardless of age



# Dental Care

- The cost of dental care, orthodontics or dentures **are not** covered by Manitoba Health
- Dental work can be \$\$\$\$\$
- Lower cost dental programs are available:
  - Health Action Centre
  - Mount Carmel Clinic
  - Deer Lodge Dental Clinic
  - Faculty of Dentistry (University of MB): Dental Clinic
  - Children's Dentistry Clinic
  - SMILE Plus Children's Dental Clinic



# Where to Go for Medical Care

- Health Links Information Line
- Family Doctor
- Walk-in Connected Care Clinic (WICCC)
- Walk-In Clinics
- Urgent Care
- Emergency
- Pharmacy (limited services)



# Health Links / Info Santé

- Health Links / Info Santé :
  - Free telephone health information line staffed by nurses 24/7
  - Provides health information & directs you to the type of care you need
  - Available in 110 languages, including Ukrainian:



**Call (204) 788-8200 or 1 (888) 315-9257**



HEALTH  
LINKS



INFO  
SANTÉ

# Family Doctor

- Consistent care over time
- Maintains your health record, manages your medical conditions & medications
  - e.g. diabetes, asthma
- Offers complete physical examinations
- Provides routine immunizations
- Refers you to a specialist when needed
- Appointments are required



# How to Find a Family Doctor

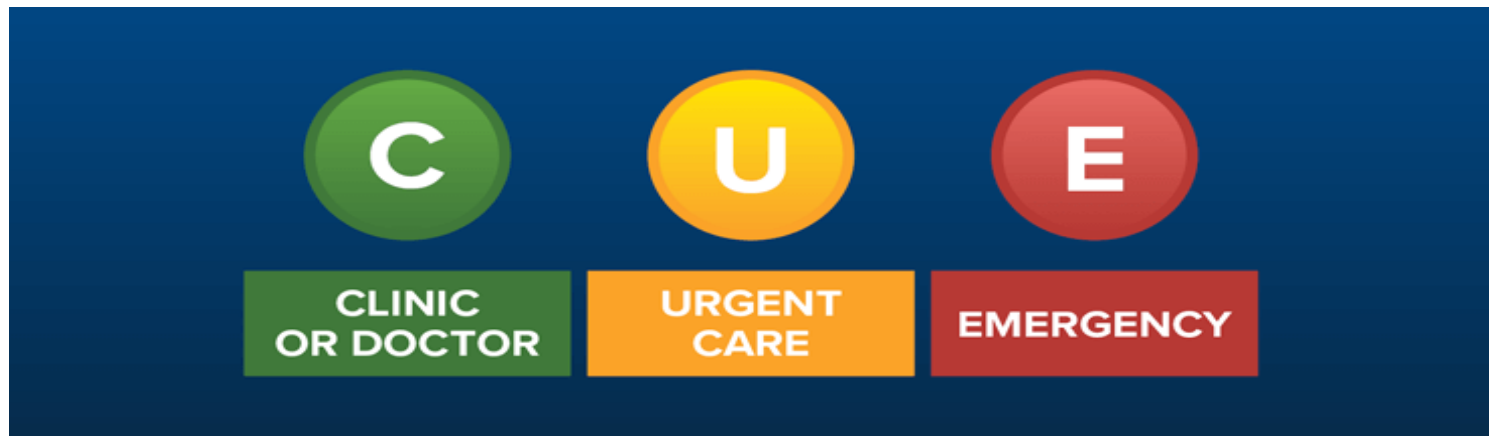
- Call Family Doctor Finder: (204) 786-7111
- Or register online at:  
[www.gov.mb.ca/health/familydoctor](http://www.gov.mb.ca/health/familydoctor)
- When registering include:
  - **your Canadian phone number**
  - **email**
  - **if you need an interpreter**
- Key steps document can be found on:  
[https://www.gov.mb.ca/asset\\_library/en/manitoba4ukraine/tips-for-fdf.pdf](https://www.gov.mb.ca/asset_library/en/manitoba4ukraine/tips-for-fdf.pdf)



**Family Doctor  
Finder**

# No Family Doctor or Can't Get an Appointment

- Walk-in Connected Care Clinics (WICCC)
- Walk-In Clinics
- Urgent Care
- Visit [www.myrightcare.ca](http://www.myrightcare.ca) online:



# Walk-in Connected Care Clinics (WICCC)

- For minor health issues
- Offer extended hours, including weekends
- First come, first serve basis
- Wait times vary
- Staffed by nurses & nurse practitioners (NPs):
  - can diagnose & treat most minor health issues: e.g. bladder infections, asthma, diabetes...
  - prescribe medications / refer to specialists as needed
- 5 locations in Winnipeg:
  - <https://wrha.mb.ca/locations-services/walk-in-connected-care/>



# Walk-In Clinics

- For minor issues & illness
- No appointments needed
- Some clinics allow booking appointment in advance
- First come, first served
- Wait times vary
- For a listing of Walk-in Clinics:



<https://wrha.mb.ca/wait-times/walk-in-clinics/>



***MyRight  
Care.ca***

# Minor Injury Clinics

- **Pan Am Minor Injury Clinic:**

Sports medicine team delivering a comprehensive range of care for musculoskeletal injuries or conditions: [www.panamclinic.org/about/](http://www.panamclinic.org/about/)

- 75 Poseidon Bay, Winnipeg, MB, (204)925-1550
- M-F: 8am - 6pm (doors open: 7am), Weekends: 8am - 3pm (doors open: 7:45am), closed on Statutory Holidays
- Non-Urgent Walk-In Status: check website



- **Corydon Minor Injury & Illness Clinic:**

Provides convenient, appointment-based health care for children & adults suffering from non-life threatening illness or injury

- Same or next day appointments by ER physicians & nurses
- Appointments available 7 days a week, 9:00AM-7:00PM
- 102-1001 Corydon Avenue, Winnipeg, Manitoba

P: [431-222-2273](tel:431-222-2273)



# Urgent Care Centres

- Open 24/7, 3 locations in Winnipeg:
  - No appointment necessary
  - For non life-threatening medical concerns requiring immediate care: fractures, minor injuries, illness
  - There is usually a long wait time
  - People are seen based on priority of their condition



# Emergencies

- Serious conditions that require emergency department treatment:
  - Heart attack or stroke
  - Major trauma (e.g. car accident)
  - Severe head injury
  - Amputation
  - Extreme difficulty breathing (e.g. allergic reaction or other cause)
  - Sexual assault / domestic violence
  - Severe bleeding or any time a person is unconscious
- Patients are seen based on the how critical their issue is:
  - Long waits are common
  - The less severe the condition, the longer the wait



# Emergency Departments



- Emergency Departments: open 24/7
- Call 911, or attend nearest emergency department
  - Outside of Winnipeg, 911 will direct you to nearest emergency department
- In Winnipeg: 4 Emergency Departments
  - Health Sciences Centre Emergency: 700 William Ave.
  - Children's Hospital Emergency: 700 William Ave.
  - St. Boniface Hospital: 409 Tache Ave.
  - Grace Hospital: 300 Booth Dr.

## Current Emergency Department Wait Times

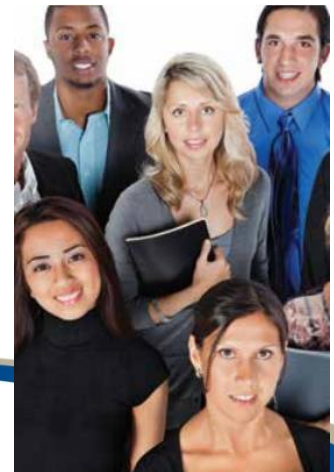
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EMERGENCY DEPARTMENT	WAITING	TREATING	WAIT TIME
<a href="#">Grace Hospital</a>	12	49	6.75 hrs
<a href="#">Health Sciences Centre - Adult</a>	53	59	8 hrs
<a href="#">Health Sciences Centre - Children's</a>	3	13	3 hrs
<a href="#">St. Boniface Hospital</a>	20	48	8 hrs



# Mental Health Emergencies:

- Mental Health Emergencies (Winnipeg):
  - Call (204) 940-1781 or attend Crisis Response Centre
  - Located at 817 Bannatyne Ave.
  - Mobile Crisis Unit can speak directly to the person in crisis by phone (or attend residence / location of person as able\*)
- Team of mental health professionals 24/7:
  - Assist individuals in **Winnipeg region** experiencing mental health crisis in need of immediate help
    - e.g. suicidal, hallucinations



# Mental Health Support

- Help is available for Ukrainians requiring mental health / substance use support from Klinik
- Free care to those in need within 1 business day:
  - **Services include:** brief intervention, crisis response, outreach, mental health services, substance use treatment, trauma counselling & help with connecting to formal systems
  - In person & virtual service
  - For support, call the System Navigator – UKR Program at:

**(431) 489-1728**

For help connecting to mental health resources call:

Cayly Askin, Systems  
Navigator 431-489-1728 (Eng)

Nataliya Masyuk  
204-804-3626 (Eng/Ukr/Rus)

For immediate crisis intervention (available 24/7) call:

Mobile Crisis  
204-940-1781 (Eng)

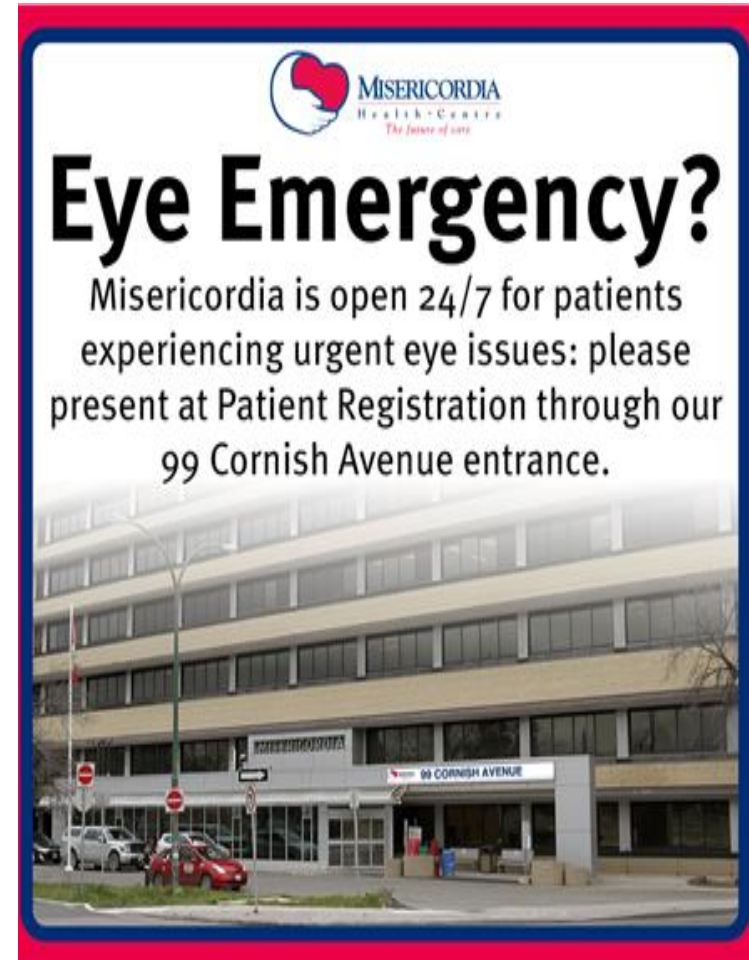
If you need to speak to a counsellor immediately (available 24/7) call:

Klinik Crisis Lines  
204-786-8686 (Eng)



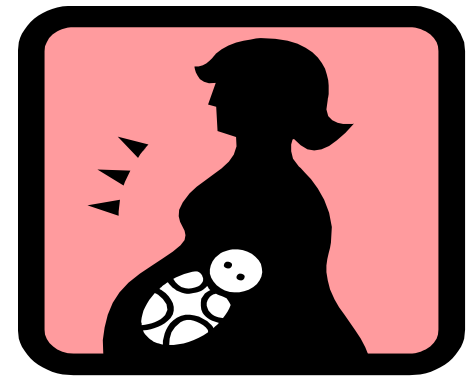
# Eye Emergencies

- **For those experiencing urgent eye problems:**
  - e.g. foreign object in eye, injury or chemical burn to eye, sudden visual impairment
- **Can attend Misericordia Health Centre:**
  - Open 24 /7
  - 99 Cornish Ave (Entrance)
  - (204) 788-8200 Health Links



# Prenatal / Pregnancy Care

- Medical care during your pregnancy is free in Manitoba
- Can choose a doctor or a midwife for prenatal care
- Prenatal Care:
  - 1 visit per month 12-28 weeks
  - every 2 weeks 28- 36 weeks
  - once per week until you give birth
- Healthy Baby and Healthy Start groups:
  - Prenatal
  - Birth to 1 year
  - Healthy Baby Prenatal Benefit



# Postpartum Care

- Hospital stay after delivery is ~ 1-3 days
- Routine medical follow-up with the doctor or midwife after birth:
  - ~6 weeks for mothers
  - ~2 weeks for baby
- Public Health Nurses offer a home visit in the 1st week to:
  - weigh the baby
  - help with breastfeeding
  - address any concerns you have about yourself or baby
  - offer ongoing support: e.g. postpartum depression



# Pediatric Care & Information

## Websites with health information for families with infants & young children:

- Healthy Parenting Winnipeg:  
[www.healthyparentingwinnipeg.ca](http://www.healthyparentingwinnipeg.ca)
- Kid Care: offers advice for parents on how to treat their sick or injured child:
  - [www.KidCareMB.ca](http://www.KidCareMB.ca)



# Pharmacy Health Services

- Pharmacists can provide free immunization for Influenza, COVID & pneumonia
- Other immunizations may require a prescription
  - e.g. Hepatitis A & B, shingles
  - fee may be charged
- Some pharmacists can assess, diagnose & treat:
  - common minor health issues e.g. urinary tract infections (UTIs), head lice, smoking cessation, allergy, some skin conditions
- Extended practice pharmacists can help manage diabetes or geriatric care



# Immunizations

- Recommended schedule of routine childhood vaccinations in Manitoba (free)
- Choice to immunize is voluntary
- Children <5 typically receive immunizations at physician offices or well-child clinics in regions outside Winnipeg
- School-aged children are offered immunizations in schools with a parent or guardian's consent
- If you have a vaccine record from Ukraine, call public health office & it can be entered into MB system
- Vaccines for travel are **not** paid for by MB Health
  - WRHA Travel Health & Tropical Medicine Services; 204-940-8747



# Reproductive Health & Services

- In Canada, individuals have the right to make choices about their sexual & reproductive health
- Laws support individuals to:
  - Have same-sex relations, partners & marriages
  - Identify as being gay, lesbian, bisexual, transgender or any other self identification
  - Choose whether or not to become pregnant
  - Terminate a pregnancy (abortion)
  - Divorce or end a relationship
  - Zero tolerance against domestic abuse / violence



# Reproductive Health Care & Family Planning

- Different methods of birth control or contraception are available to prevent pregnancy
  - some are free or low cost, others require a prescription / cost \$
- Reproductive health care, sexually transmitted infection testing & information are available through:
  - doctors, clinics, & public health nurses
  - Nine Circles clinic specializes in HIV care
- Women have the choice to decide whether or not to keep a pregnancy
- Pregnancy termination or abortion:
  - available < 20 weeks gestational age in Canada
  - covered by MB Health



# Health Care Rights

- In Canada, you have the right to:
  - Choose your own doctor
  - Know the names & credentials of anyone caring for you
  - Provide informed consent for any treatments or care & receive medical treatment without the permission of your spouse
  - Ask questions & view your personal health record
  - Have someone with you during the examination
  - Receive services in your own language & in a way that you understand
  - Accept or refuse treatment / get a second opinion
  - Receive a good standard of care & privacy /confidentiality
  - Be treated with respect
  - Receive health care regardless of your race, age, religion, gender, or sexual orientation



# Benefits & Additional Resources:



# Employment & Income Assistance

- Financial assistance for individuals & families who arrived from Ukraine under CUAET program.
- Program covers costs of basic needs such as:
  - Rent, prescription medications, dental, optical expenses & employment support.
  - To apply:
    - Please contact EIA:
    - (204) 945-5324
    - [tap@gov.mb.ca](mailto:tap@gov.mb.ca)
    - <https://www.gov.mb.ca/fs/eia/apply.html>
    - [www.gov.mb.ca/mbsupportsukraine/financial-support.html](http://www.gov.mb.ca/mbsupportsukraine/financial-support.html)



# Pharmacare

- Prescription medications:
  - not covered by MB Health
  - can be expensive \$\$\$
- Pharmacare is a provincial drug benefit program to help pay for prescription drugs
  - eligibility is based on income in last 2 years
  - must pay 3-7% of your income first (deductible)
  - application forms available at most pharmacies:
    - Manitoba Health Provincial Drug Program
    - (204) 786-7141
    - [www.gov.mb.ca/health/pharmacare](http://www.gov.mb.ca/health/pharmacare)



# Federal Dental Benefit

- New Federal Dental Benefit for children:
  - up to \$650/year per child
  - Child < 12yrs of age
  - family income < \$90,000/year
  - apply through Canada Revenue Agency (CRA):

[www.canada.ca/en/revenue-agency/services/child-family-benefits/dental-benefit.html](http://www.canada.ca/en/revenue-agency/services/child-family-benefits/dental-benefit.html)



# Manitoba Prenatal Benefit

- Benefit to support healthy eating during pregnancy:
  - can receive \$10-\$81 / month
- To apply for this benefit:
  - [www.gov.mb.ca/healthychild/healthybaby/](http://www.gov.mb.ca/healthychild/healthybaby/)
  - (204) 945-1301 or 1(877) 587-6224
  - complete newcomer to Canada form
  - medical note with due date
  - photocopy of arrival papers required



# Canada Child Benefit

- The Canada Child Benefit (CCB):
  - monthly tax-free payment made to eligible families to help with the cost of raising children <18 years of age
  - all primary care givers with children <18 are encouraged to apply as there are other benefits you may be eligible for too
- Canada Revenue Agency (CRA):  
<https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview.html>
  - Benefit Enquires Phone line at **1(800) 387-1193**
- Eligibility for Ukrainian newcomers:
  - temporary residents living in Canada >18 months
  - information sessions offered by CRA: for more info, visit the Ukrainian Canadian Congress – Manitoba Facebook page:

<https://www.facebook.com/uccmb/>

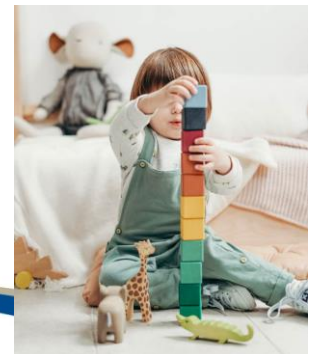


# Childcare in Manitoba

- Finding Daycare: Manitoba Childcare Search  
[www.childcaresearch.gov.mb.ca](http://www.childcaresearch.gov.mb.ca)

**Manitoba Law:** *The Child and Family Services Act, Section 17 (2)(g)*

- A parent **cannot** leave a child < 12 years unattended (without supervision) or caring for younger siblings.
- Important questions to consider if leaving your 12+ year old child alone or caring for younger siblings:
  - Are they comfortable with being alone?
  - Do they know who / how to call for help?
  - Do they have a phone to call for help?

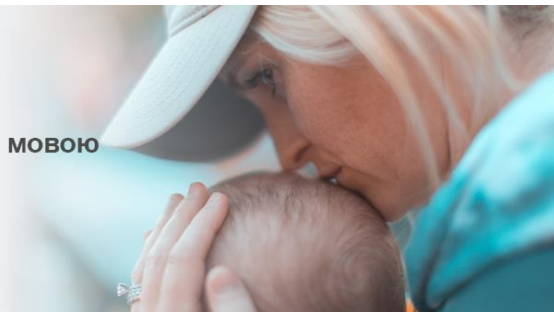


# 211 Manitoba



- For Ukrainians arriving in Manitoba, help starts with dialing 2-1-1 or by visiting [www.mb.211.ca](http://www.mb.211.ca)
- Speak to someone who can assist with navigating systems and accessing services
  - Including health, food, housing, mental health, recreation, etc
- 211 phone services:
  - Available 24 hour/day, 7 days/week
  - resources & referrals for newcomers in their home language
  - available in 150 languages, including Ukrainian

Інформаційна допомога Українською мовою  
Телефонуйте 211 у Манітобі



Dial **2-1-1** or visit **mb.211.ca**  
to find services related to:

- |                              |                            |
|------------------------------|----------------------------|
| • Food & clothing            | • Children & parenting     |
| • Housing & homelessness     | • Youth                    |
| • Health                     | • People with disabilities |
| • Mental health & addictions | • Employment support       |
|                              | • & much more              |

FREE | CONFIDENTIAL | 150+ LANGUAGES | 24/7



# Additional Information, Resources & Questions:

- **Manitoba For Ukraine website** – Navigate Health Services in Manitoba  
<https://www.gov.mb.ca/mbsupportsukraine/healthcare.uk.html>
- **211 Manitoba** – in person support connecting you to health & community services.  
[www.mb.211.ca](http://www.mb.211.ca)
- **Health Links – Info Santé** – provides health information & directs you to the right type of care you need.  
[www.misericordia.mb.ca/programs/phcc/health-links-info-sante/](http://www.misericordia.mb.ca/programs/phcc/health-links-info-sante/)
- **Healthy Parenting Winnipeg** – for health information for families with infants & young children  
[www.healthyparentingwinnipeg.ca](http://www.healthyparentingwinnipeg.ca)
- **Local Public Health Office** - speak with a Public Health Nurse  
[www.gov.mb.ca/health/publichealth/offices.html](http://www.gov.mb.ca/health/publichealth/offices.html)



# Thank you for your time

[manitoba4ukraine.ca](http://manitoba4ukraine.ca)



**Manitoba**  
For **Ukraine**