Welcome to the Primary Care Network (PCN) of Northumberland County

Welcome to the Primary Care Network (PCN) of Northumberland County. We are very pleased to have you join the community of primary care providers who are serving patients and caregivers across Northumberland County.

The PCN brings together family physicians, nurse practitioners, and primary care organizations across the region to strengthen collaboration, share information, and support improvements in access and patient care. Our goal is to ensure that providers feel connected to the broader health and social care landscape while having the tools and information needed to support their practices and patients.

If you have any questions about the PCN, local resources, or opportunities to get involved, please don't hesitate to reach out. I would also be happy to connect for a brief conversation if that would be helpful as you settle into practice in the region.

Once again, welcome to the OHT-N Primary Care Network. We look forward to working with you.

The OHT-N Operations Team

Ram Puva. Executive Lead

Emily MacDonald. Health Equity

Lindsay Henderson. Integrated Care

Tegan Roberts. Communication and Engagement

Cecilia Craig. Primary Care

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About OHT-N & PCN

History of OHT and PCNs

Ministry Guidance:

The Ontario government is building a connected health care system centred around patients, families, and caregivers. Ontario Health Teams (OHTs) were introduced in 2019 to provide a new way of organizing and integrating local care delivery. The goal is to ensure that everyone in Ontario can benefit from better connected and convenient care. OHTs have been working to achieve this vision, bringing together an array of local providers, including family physicians, nurse practitioners and others.

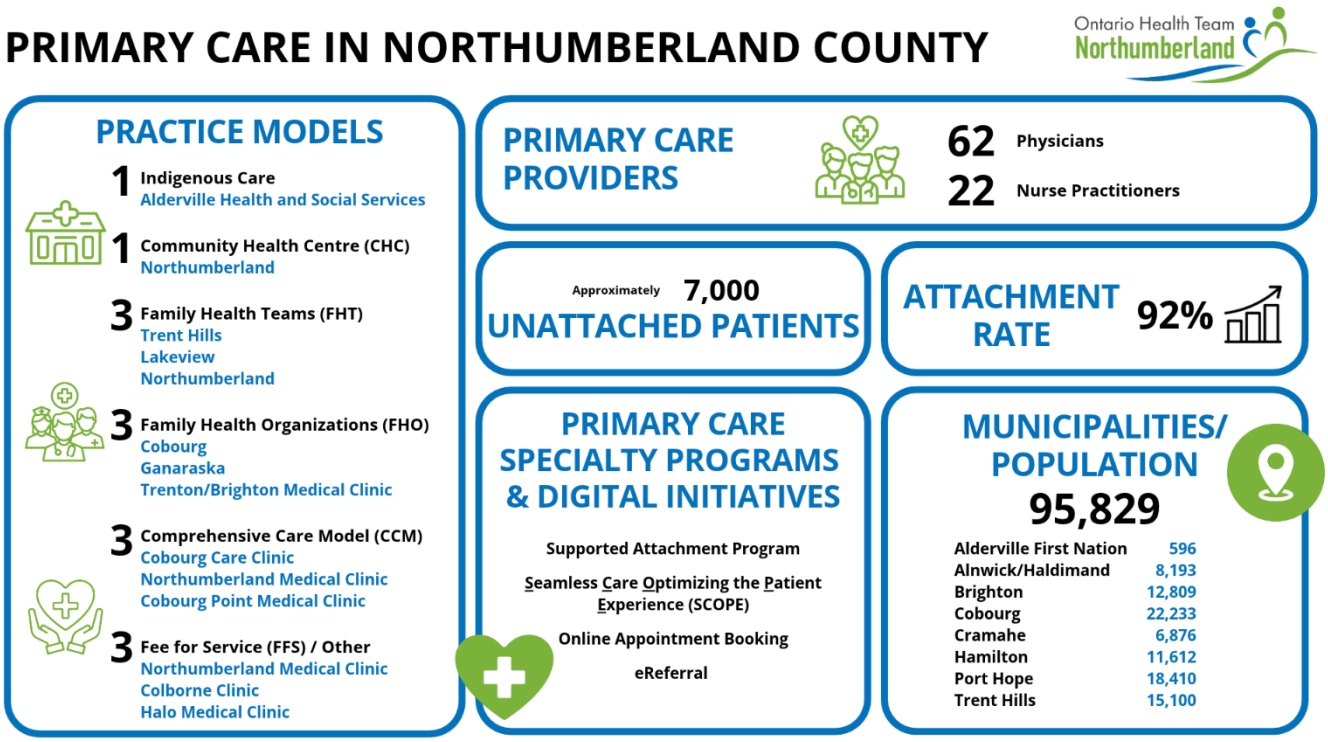
Since 2019, significant progress has also been made engaging and organizing primary care within OHTs, with many family physicians, nurse practitioners and others partnering with their local OHT and building better connections with one another. Evidence and experience from around the world show that an engaged primary care sector is foundational to successfully improving and integrating care. It is therefore essential that OHTs organize and connect with primary care to advance population health through integrated and equitable approaches to care.

In OHTs: The Path Forward, the valuable role that primary care providers play in OHTs was re-emphasized and the ministry and Ontario Health committed to supporting their involvement in OHTs.

Your Health: A Plan for Connected and Convenient Care noted that every OHT will include primary care providers organized in a PCN to be part of decision-making and to improve access to care for patients. The purpose of this guidance is to outline a vision, objectives and a common set of functions for PCNs to develop over time. By establishing a robust local PCN, OHTs can leverage this expertise and knowledge to more effectively co-design system changes and improve outcomes for their attributed population.

More information can be found in the Primary Care Networks in Ontario Health Teams: Guidance Document

Who is the Primary Care Network of Northumberland?



Meet the Team

In March 2026, we announced the launch of the PCN Leadership Council, a new forum within the OHT-N designed to strengthen primary care leadership, collaboration, and shared decision-making across our region. The Council brings together primary care leaders from diverse practice settings to guide OHT-N initiatives, align priorities, and ensure primary care perspectives are central to regional planning and innovation.

The inaugural Council brings together family physicians, nurse practitioners, and team-based care leaders to ensure diverse primary care perspectives across Northumberland are represented.

OHT-N PRIMARY CARE NETWORK LEADERSHIP COUNCIL.

Dr. Fraser Cameron – Co-Lead
Dr. Jenn Braun
Dr. Michelle Cohen
Theo Barker, Executive Director
Dr. Steven Cornish
NP, Stephanie Ross - Co-Lead
NP, Nancy Hill
NP, Shannyn Tucker

OHT-N Operations Team

Ram Puva is the Executive Lead with the OHT-N, providing strategic and operational leadership to advance integrated, coordinated care across Northumberland County. Ram works closely with health and social service partners, providers, patients, and caregivers to advance shared priorities, strengthen partnerships, and support health system transformation. He oversees OHT-N's strategic direction, operations, and implementation, with a focus on collaboration, health equity, quality improvement, and improving patient and caregiver experiences.

Cecilia Craig is the Primary Care Project Coordinator with the OHT-N, supporting the advancement of primary care collaboration, access and attachment across Northumberland County. Cecilia works closely with primary care and community partners to turn shared priorities into action, with a strong focus on collaboration, system navigation, and building practical solutions that support both providers and the people they serve.

Lindsay Henderson is the Integrated Care Lead with the OHT-N, supporting integrated care initiatives across Northumberland County. Her portfolio includes chronic disease prevention and management, cancer screening, alternate level of care, and caregiver initiatives. Lindsay works with health system, community, and patient and caregiver partners to advance shared priorities and improve access, coordination, and care experiences.

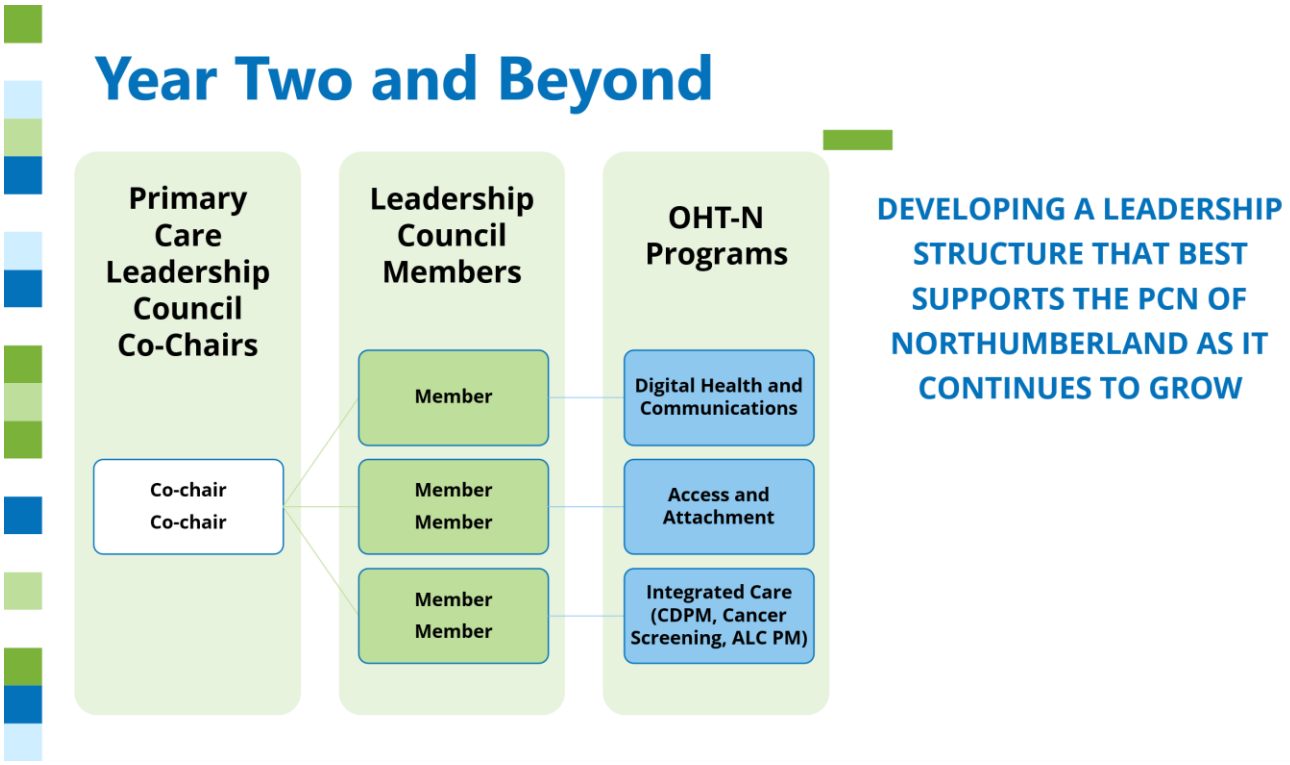
Emily MacDonald is the Administrative Assistant & Health Equity Coordinator with the OHT-N, supporting organizational operations and the advancement of health equity across Northumberland County. Emily works closely with OHT-N leadership, committees, partners, and community organizations to coordinate shared priorities, strengthen collaboration, and support the development and implementation of equity-focused initiatives. Her work includes governance and meeting coordination, project and administrative support, health equity planning, partner engagement, and advancing initiatives that promote more inclusive, accessible, and person-centred health and social services.

Tegan Roberts is the Communications and Community Engagement Coordinator with the OHT-N, supporting communications and engagement across OHT-N initiatives. Tegan works closely with health and community partners, patients, caregivers, and residents to

share information, strengthen community connections, and create meaningful opportunities for engagement. Her work helps ensure OHT-N initiatives are accessible, inclusive, and informed by the voices of the communities they serve.

Governance

The PCN rolled out the Terms of Reference in December 2025 and with feedback from (unfinished?)



Get in Touch:

Why Join the Northumberland PCN?

The PCN connects providers across Northumberland to strengthen the voice of primary care and create opportunities to work together on the issues that matter most to practices and patients.

Being part of the PCN provides opportunities to:

- **Have a voice** – Help shape local primary care priorities, programs and investments rather than simply hearing about them after decisions are made

- **Stay connected** – Build relationships with physicians, nurse practitioners, primary care teams and community partners across Northumberland
- **Access information and opportunities** – Stay informed about funding, programs, resources, education and initiatives that can support your practice
- **Solve challenges together** – Bring forward practice-level issues and identify opportunities where a coordinated approach can reduce duplication and administrative burden
- **Influence how team-based care grows** – Help guide how new resources and interprofessional supports are developed and integrated across Northumberland
- **Build the future of primary care locally** – Contribute as much or as little as your capacity allows while still having a connection to the broader primary care community

You don't have to work alone. The PCN creates a place for primary care providers to connect, collaborate and build solutions together.

Communication

All Primary Care Physicians and Nurse Practitioners are encouraged to share feedback, priorities, and emerging issues through their Council representatives or the OHT-N team by emailing PCN@ohtnorthumberland.ca or contact us through WhatsApp.

Our PCN WhatsApp Community is where our providers can use as a quick and informal way to stay connected, share updates, and ask questions. We invite you to join: https://chat.whatsapp.com/LeGW0mBpNAbHwQCmnP9kFK

Stay connected on all the work we do by subscribing to our newsletter at pcn@ohtnorthumberland.ca

Primary Care Access & Attachment

Primary Care Programs

Supported Attachment Nurse Navigation (SANN) Program

The OHT-N Supported Attachment Nurse Navigation program launched in March 2026, developed to help primary care providers welcome and onboard new patients while reducing the clinical and administrative burden associated with attachment.

The program uses a flexible hybrid model that supports patients:

- Before they are matched with a primary care provider
- Following a Health Care Connect match and before their first appointment; and
- During the transition into ongoing primary care

The model is intended particularly for physicians, nurse practitioners and primary care practices that do not have dedicated intake or onboarding resources. It builds upon the supported attachment experience already established within Northumberland's Family Health Teams and the Community Health Centres of Northumberland (CHCN).

The program supports broader OHT-N and PCN priorities related to:

- Improving access and attachment
- Supporting Health Care Connect wait-list management
- Increasing primary care capacity
- Strengthening continuity of care
- Reducing administrative pressures on providers; and
- Supporting the successful implementation of interprofessional primary care team funding

Access through Health Care Connect

To join Health Care Connect, primary care clinicians can either:

- Contact the PCN of Northumberland to confirm their interest in accepting patients from Health Care Connect at pcn@ohtnorthumberland.ca

- Call Ontario Health atHome at 1-888-579-6707 or
  Email HealthCareConnect@OntarioHealthatHome.ca

How Health Care Connect works for registrants

To register, individuals must have:

- A valid Ontario health card number
- An up-to-date mailing address associated with their health card

When registering, individuals are asked to complete a health questionnaire to help connect them to a primary care clinician that best suits their needs. Priority is given to individuals who have higher health needs based on this health questionnaire.

Journey from registration to referral:

1. Once registered, individuals are assigned to a Care Connector.
2. Care Connectors, who are nurses employed by Ontario Health atHome, will work with OHTs and their PCNs to identify family doctors, nurse practitioners and primary care teams who are accepting new patients in the area.
3. When a match is found, a referral letter is sent to both the registrant and primary care clinician's office with each other's contact information. The primary care clinician initiates contact the registrant to schedule an initial appointment.
4. After the initial appointment, the primary care clinician and registrant will decide whether to go ahead with ongoing care.

Integrated Care Supports and Information

Cancer screening & Cancer care

- Central East Regional Cancer Program: provider information and resources available https://cercp.ca/providers-overview/
- Northumberland County screening information for breast, colon, cervical, and lung cancer: https://www.ohtnorthumberland.ca/cancer-screening

COPD

- Resources for patients & caregivers: https://www.ohtnorthumberland.ca/copd
- Resources for providers: www.pcnn.ca

Diabetes Education

- Diabetes Education Clinic through Community Health Centres of Northumberland, open to all Northumberland residents https://chcnorthumberland.ca/services/diabetes/
- The Diabetes Education Program believes that ongoing support and education plays an important role in the management of diabetes. We offer various ways to connect with our clients and support them in their diabetes management:
    - In person visits in Port Hope, Cobourg, Colborne, Roseneath and Alderville First Nations
    - Virtual (OTN) or phone appointments
    - Education workshops in person and online using Zoom
    - Appointments with the Endocrinologist will be held by video or phone
- Referral from healthcare provider: DEC Referral Form for Healthcare Providers

Mental Health and Addictions

- For information on local and virtual resources options: https://www.ohtnorthumberland.ca/mental-health

Older Adults support: GAIN & MINT Clinics

- Geriatric Assessment & Intervention Network (GAIN) program
    - More information and referral information found here; https://chcnorthumberland.ca/services/gain/
    - A Specialized Geriatric Service offered in the Central East Region of Ontario. GAIN supports **community-dwelling** older adults living with multiple, complex health and social conditions (such as dementia, cognitive impairment, falls, impaired mobility, decreased function, incontinence, multiple medications, etc.).
    - Through comprehensive assessment and personalized care, the teams assist clients with improving/maintaining their function and independence, so that they can continue living at home.
- MINT: MINT Memory Clinics are **M**ultispecialty **IN**terprofessional **T**eams of family doctors, nurses, social workers, pharmacists, and others who are specially trained in caring for people living with dementia and other memory difficulties. The team provides assessment, early diagnosis and ongoing care in a primary care setting.

    - The MINT Memory Clinic provides a team approach for assessment, early diagnosis, treatment, and ongoing support of problems associated with memory loss.
    - MINT referral form

Public Health

- Lakelands Public Health's comprehensive Health Resource Hub, specially curated for dedicated healthcare professionals. This page is your go-to destination for accessing a wealth of essential resources and information to keep you up-to-date with Public Health programs and services. https://www.lakelandsph.ca/HCPs

Homecare services, Community Support Services, and Palliative Care

Caregiver resources

- Ontario Caregiver Organization; 24/7 support, provider resources, and caregiver programs available: https://www.ohtnorthumberland.ca/cancer-screeningLocal caregiver resources and information: https://www.ohtnorthumberland.ca/caregiver-resources

Community Care Northumberland

- Community Care Northumberland operates community support services within Northumberland County, acting as an aid to both clients and their caregivers. https://commcare.ca/
- Services include;
    - Meals on Wheels
    - Transportation
    - Home help & maintenance
    - Wellness programming
    - Wraparound: a type of care model that involves coordinating the efforts of various community service providers to "wrap" older adults in community

Elder Navigation: Retirement Home & Long-Term Care Home Directory

- https://www.ohtnorthumberland.ca/elder-care-navigation

- Retirement Home Availability Registry https://www.elderado.ca/availability-registry/c/oht-n
- Supported by Elderado; A free-to-use navigation website providing a directory to retirement home, long term care home, and private home care services https://www.elderado.ca/

Ontario Health atHome

- Provides a wide range of health care services and resources that are covered through the Ontario Health Insurance Plan (OHIP) and can be provided in a patient's home or at a nursing clinic. Based on the patient assessment, they may provide the patient with the following services:

    - Nursing
    - Personal support (bathing, dressing, etc.)
    - Physiotherapy
    - Occupational therapy
    - Speech-language therapy
    - Medical supplies and equipment (some fees may apply)
    - Long-term care placement
    - Social work
    - Nutrition counselling
    - Other specialized programs and nursing services available as needed
    - https://ontariohealthathome.ca/getting-started/

Northumberland Community Paramedics

- Northumberland Paramedics' Community Paramedicine programs deliver non-emergency in-home health care directly to residents in need. These preventative care programs support vulnerable community members and seniors in the community, while also helping to manage the high demand for emergency services, hospitals and clinics. https://northumberland.ca/services/community-paramedicine/

Palliative & Hospice care

- Community-based supports and resources
    - Community Care Northumberland: Palliative Community Care Team
        - https://edshouse.northumberlandhospice.ca/palliative-care-community-team/

- Services include;
    - Palliative navigation support
    - Goals of care conversations
    - Palliative pain and symptom management
    - Advance care planning
    - Supportive care counselling
    - Visiting volunteers
    - End of life planning
    - Grief and bereavement support
- Ontario Health atHome
- Residence; Hospice
    - Community Care Northumberland: Ed's House (Cobourg)
        - https://edshouse.northumberlandhospice.ca/healthcare-providers/
    - Bridge Hospice (Warkworth)
        - https://thebridgehospice.com/services/for-health-care-providers/

Northumberland Community Legal Centre

The Northumberland Community Legal Centre provides summary legal advice and representation to low-income residents of Northumberland County. Clinic caseworkers regularly appear before six or more provincial and federal boards and tribunals, for matters relating to poverty law, which is generally related to following:

- Housing (tenants only)
- Ontario Disability Support Program
- Ontario Works
- Employment & Employment Standards
- Canada Pension Plan
- Indigenous Class Actions
- Employment Insurance
- Workplace Safety and Insurance Board
- Human Rights

If you think your patients are having legal problems, they are happy to do what they can. Your patients get the help they need, or, where necessary, they can ensure they get to the right place for assistance.

Northumberland Community Legal Centre
301-1005 Elgin Street West
Cobourg, Ontario K9A 5J4
905-373-4464
1-800-850-7882
Home - https://thehelpandlegalcentre.ca

Dental Services & Programs

Dental Services

- For patients facing financial barriers for dental services the CHCN Dental Team provide services to clients who may not otherwise be able to access dental treatment, including those receiving Ontario Works, the Ontario Disability Support Program, the Ontario Seniors Dental Care Program (OSDCP), and Healthy Smiles Ontario. They also support individuals with low annual incomes who do not have

dental benefits. In addition, they provide care for clients eligible under the Non-Insured Health Benefits (NIHB) program, the Canadian Dental Care Program (CDCP), and those with private dental insurance https://chcnorthumberland.ca/services/dental/

- No referral is required and patients can reach out directly to CHCN to discuss options for possible financial assistance please call 905-885-2626 ext. 208 or email dentalclinic@chcnorthumberland.ca

Healthy Smiles Ontario

- Children under 18 in need of dental treatment may qualify for coverage through programs offered by the Haliburton Kawartha Pine Ridge District Health Unit. For more information, please call the Health Unit at 905-885-9100 or visit here.

Ontario Seniors Dental Care Program

- The Ontario Seniors Dental Care Program is a government-funded dental care program. It provides free, routine dental services for low-income seniors who are 65 years of age or older. Coverage includes check-ups, including scaling, fluoride and polishing. Where to apply; https://seniors.accerta.ca/application/en

Trans and Gender-diverse Patient & Health Equity Resources

- Gender affirming care program
    - Offered by Community Health Centres of Northumberland https://chcnorthumberland.ca/services/gender-affirming-care/
- Rainbow Health Ontario: guide to caring for trans and gender-diverse patients https://www.rainbowhealthontario.ca/TransHealthGuide/
- OHT-N Health Equity Webpage – Education, Supports, Training & Tools https://www.ohtnorthumberland.ca/health-equity

Digital Health Supports and Initiatives

eReferral

- https://www.ereferralontarioeast.ca/
- eReferral via Ocean is free for providers as senders and receivers. The Ontario Health East deployment team is available to assist with implementation.

Online Appointment Booking (OAB)

- Funding through Ontario Health is available annually for OAB licenses with criteria set by OH. For more information, reach out to pcn@ohtnorthumberland.ca

AI Scribe

- Information and preferred pricing program through the Vendor of Record available through OMD: https://www.ontariomd.ca/pages/ai-scribe-overview.aspx

You Don't Have to Navigate Practice in Northumberland Alone

Our PCN is committed to creating a connected physician community and supporting sustainable practice. Whether you need help navigating the system, connecting with colleagues, accessing clinical resources, or finding confidential personal support, there are resources available to you.

Contact List

Organization	Contact Name
OHT-N	Executive Lead, Ram Puva rpuva@ohtnorthumberland.ca Primary Care Coordinator: Cecilia Craig Ccraig@ohtnorthumberland.ca Integrated Care Lead, Lindsay Henderson lhenderson@ohtnorthumberland.ca
Northumberland Hills Hospital	Medical Affairs: Gloria Crawford Gcrawford@NHH.ca
Campbellford Memorial Hospital	Medical Affairs: Michele Haddow mhaddow@cmh.ca
Supported Attachment	PCN@OHTNorthumberland.ca
OCEAN	https://www.oceanmd.com/contact-us/
SCOPE	SCOPE Nurse Navigator – 905-870-OHTN (
Health Care Connect	Health Care Connect for primary care clinicians | ontario.ca
OntarioMD	Jaime-Lee Mcintosh, Director, OHT Support Services at OntarioMD (OMD) Jaime-Lee.Mcintosh@ontariomd.com
Ontario Medical Association (OMA)	Adam Jeronimo, Regional Manager adam.jeronimo@oma.org
Northumberland County Primary Care Provider Recruitment	Paula Mason, recruiter masonp@northumberland.ca
Central East Regional Cancer Program	Kaitlin Loudon kloudon@lh.ca
WhatsApp community	https://chat.whatsapp.com/LeGW0mBpNAbHwQCmnP9kFK

www.ohtnorthumberland.ca

Improving health care in Ontario

Learn more about Ontario Health Teams

Ontario Health Team of Northumberland is supported by funding from the Government of Ontario