

## Virtual Appointments for Health Card Renewals



### What's new?

ServiceOntario has expanded its online renewal services with a virtual appointment service to renew photo (green) health cards.

A virtual appointment is a video call with a ServiceOntario customer service representative to help you renew your photo health card from home, without needing to visit a ServiceOntario centre.

Learn more at [Ontario.ca/VirtualAppointment](https://Ontario.ca/VirtualAppointment).

### Booking your appointment

To book a virtual appointment to renew your photo health card, call ServiceOntario at:

- Tel: [416-314-5518](tel:416-314-5518)
- Toll-free: [1-866-532-3161](tel:1-866-532-3161)
- TTY Toll-free: [1-800-387-5559](tel:1-800-387-5559)

A ServiceOntario customer service representative will:

1. confirm you qualify and schedule your appointment
2. send you an email confirmation with your:
  - appointment date and time
  - a unique link to click and start your virtual appointment

### The appointment

- The appointment is not recorded.
- You can have someone with you if you require assistance.

### Do you qualify?

Virtual appointments are available if you:

- have a [permanent photograph and signature exemption \(Ontario.ca/RenewHealthCard\)](https://Ontario.ca/RenewHealthCard), or
- are 18 years of age or older and have a valid photo health card that does not require a new photo/signature **and** is not expired

### I don't qualify for a virtual appointment – how can I renew my Ontario Health Card?

If you do not qualify for a virtual appointment, there are a number of ways you can still renew your health card:

1. renew online through ServiceOntario at [Ontario.ca/RenewHealthCard](https://Ontario.ca/RenewHealthCard) (with an Ontario Photo Card or driver's licence)
2. schedule an appointment at a participating ServiceOntario centre [Ontario.ca/Appointment](https://Ontario.ca/Appointment).
3. renew in person at any [ServiceOntario centre](https://ServiceOntario.ca).
4. renew by mail (Seniors over 80, and children under 15 ½)

### Support

Anyone who faces difficulties renewing their health card, for whatever reason, should contact ServiceOntario at [1-866-532-3161](tel:1-866-532-3161) (TTY: [1-800-387-5559](tel:1-800-387-5559)) to inquire about options for their specific situation.