



FAMILY PHYSICIAN OR NURSE PRACTITIONER

If your concern is not critical or life-threatening, call your Family Physician first. They may have same-day appointments available if your concern is urgent.



URGENT PRIMARY CARE CENTRE (UPCC) OR WALK-IN CLINIC

If you do not have a Family Physician or they are unavailable, try a UPCC or walk-in clinic.



PHARMACIST, 8-1-1 OR FH VIRTUAL CARE

For health advice, you can call 811 to speak with a Registered Nurse. For urgent medication needs, contact your pharmacist or call 811 between 5pm and 9am. Fraser Health Virtual Care can be reached at 1-800-314-0999. They can connect you with the care you need and are open 7 days a week from 10am to 10pm.



EMERGENCY DEPARTMENT

If your condition is critical or life-threatening, call 911 or go to your nearest Emergency Department.



Where4Care

Know Your Options

Do you know where to go to get the health care you need in Surrey and North Delta?

Knowing Where4Care can help you and your family get the right care in the right place and avoid lengthy wait times.

MENTAL HEALTH SUPPORTS IN SURREY AND NORTH DELTA

- Fraser Health Crisis Line: **1-877-820-7444**
- Hope For Wellness Helpline (Indigenous People): **1-855-242-3310** OR hopeforwellness.ca
- Surrey Mental Health and Substance Use UCRC walk-in or by appointment at **604-953-6200**



FAMILY PHYSICIAN OR NURSE PRACTITIONER

- fever
- starting a new medication
- cuts and minor sprains (weight-bearing)
- complex and/or ongoing health concerns
- minor coughing and colds



UPCC OR WALK-IN CLINIC

- no Family Physician or none available
- evening, weekend and holiday needs
- new or worsening condition/ailment
- minor wounds
- connection with community health services



PHARMACIST, 8-1-1 OR FH VIRTUAL CARE

- urgent medication refills
- questions about whether or not to visit a doctor
- connection with community health services
- minor illnesses
- contraception + some other prescriptions



EMERGENCY DEPARTMENT

- major accidents
- severe abdominal or chest pain
- heavy bleeding
- loss of consciousness
- difficulty breathing
- sprains that can't bear weight

Where4Care

Know Your Options



Helpful Websites



FIND A FAMILY PHYSICIAN OR NURSE PRACTITIONER

- Health Connect Registry: <https://www.healthlinkbc.ca/health-services/primary-care/primary-care-networks/surrey-north-delta>



UPCCS AND WALK-IN CLINICS

- Find a Walk-In Clinic: <https://medimap.ca/>
- Learn More about UPCCs: <https://www.fraserhealth.ca/Service-Directory/Services/primary-care-services/urgent-and-primary-care-centre>



PHARMACISTS, 811 AND FRASER HEALTH VIRTUAL CARE

- Pharmacy Services (Including Prescribing Medications): <https://www.healthlinkbc.ca/health-services/pharmacy-services-in-bc>
- 811 Services: <https://www.healthlinkbc.ca/more/about-healthlink-bc/about-8-1-1>
- Learn More about FH Virtual Care: <https://www.fraserhealth.ca/virtualcare>



EMERGENCY DEPARTMENT

- Find Current ED Wait Times: <https://edwaittimes.ca/welcome>