

Where4Care

# Know Your Options

## FAMILY PHYSICIAN OR NURSE PRACTITIONER

If your concern is not critical or life-threatening, call your Family Physician first. They may have urgent same-day appointments available and should be offering in-person visits.

## 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.

Emergency Departments are busy, but many of the patients who use them have other options.

Seeking care from the right place will help Emergency Departments treat those people who need it the most. And, it can help you avoid lengthy wait times.

Do you know what your options are?

### 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](http://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



#### 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



#### EMERGENCY DEPARTMENT

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