

# Choose the right care at the right place

**Call your family doctor  
or care provider first**

**Health concern?**

Same-day urgent appointments  
are often available

**Call 8-1-1,  
HealthLinkBC,  
available  
24/7**

**Trusted health  
advice?**

**Speak with your  
pharmacist**

**Urgent medication  
refill?**

They can often provide short-term  
refills and other advice

**Check [medimap.ca](http://medimap.ca)  
for walk-in clinic wait  
times and hours**

**Family doctor  
not available?**

For West End/Downtown residents:  
If same day, non-life-threatening care  
is needed and your family doctor or  
care provider isn't available, visit the  
new urgent primary care centre at  
1290 Hornby Street. For more info:  
[www.vch.ca/locations-services](http://www.vch.ca/locations-services)

**Call 911 or go  
to the nearest  
emergency room**

**Critical or  
life threatening  
condition?**

Request that a copy of your  
medical reports be sent to  
your family doctor. To check  
average ED wait times for  
your nearest hospital, please  
visit: [www.edwaittimes.ca](http://www.edwaittimes.ca)