

Medical Conditions Appropriately Treated in Urgent Care

Our **Urgent Care** services are available from 7:30am to 9:30pm, 7 days per week, 365 days per year.

Health care workers in **Urgent Care** include a physician, nurse practitioner and registered nurses with advanced cardiac life support skills and training, as well as a unit clerk.

Urgent Care is not a walk-in clinic for minor, non-urgent medical ailments. You will be assessed by a nurse when you arrive for **Urgent Care** and those with the most urgent medical conditions will be seen and treated first.

Urgent Care is also not designed for emergency conditions that need treatment in hospital (e.g. trauma, heart attack or stroke). Our **Urgent Care** service follows the BC Ambulance Service guidelines in terms of what medical conditions can be treated in **Urgent Care**, and which conditions will be transferred directly to hospital.

The following table outlines where you should seek treatment for specific medical conditions.

| Emergency Department (9-1-1) | Urgent Care | Primary Care/Family Doctor |
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| <p>Although Urgent Care can stabilize some conditions prior to transfer to hospital, you are better served by going directly to definitive treatment in an Emergency Department or calling 9-1-1.</p> <p>The following conditions need to be assessed and treated in a hospital</p> <p>Emergency Department:</p> <ul style="list-style-type: none"> ▪ Suspected Stroke ▪ Suspected Heart Attack ▪ Major Trauma or Injury ▪ Major psychiatric illness ▪ Head injury with loss of consciousness ▪ Maternity or obstetric issues ▪ Unwell and on dialysis ▪ Poisoning or overdose | <p>Urgent Care is for non-life threatening illnesses or injuries that need immediate same-day care.</p> <p>Urgent conditions include:</p> <ul style="list-style-type: none"> ▪ Asthma attack ▪ Most broken bones ▪ Most dislocations ▪ Lacerations and wounds ▪ Sudden shortness of breath ▪ Infections ▪ Allergic reactions ▪ Nose bleed ▪ Objects in eyes ▪ Abscess drainage ▪ Minor paediatric illness & injury | <p>Primary Care services that are most appropriately seen by primary care providers in their office (e.g. family doctor or nurse practitioner) include:</p> <ul style="list-style-type: none"> ▪ Continuing care for a wide range of health concerns throughout individuals' lifespans ▪ Prescription renewals ▪ Follow-up visits for chronic conditions ▪ Follow-up visits for lab tests or imaging tests ▪ Regular check-ups ▪ First contact for new conditions not requiring urgent or emergency care ▪ Health promotion and disease prevention ▪ Forms (e.g. sick notes, driver's license medical, insurance medical) |

If you are unsure about what services you require, call **HealthLink BC at 8-1-1**. The toll-free line provides 24-hour, confidential health information and advice from a registered nurse. If your **Primary Care Provider (Family Doctor)** is unavailable, you should contact their after-hours on call service. Walk in clinics are also available in Lantzville and Nanaimo for Primary Care non-urgent treatments.