

D Doctor or Clinic

Your family doctor or primary care clinic is your medical home where most of your health issues can, and should, be addressed.

You should always try to seek care for non-emergency issues with your family doctor or nurse practitioner first.

Don't have a family doctor?

Use Family Doctor Finder

204-786-7111 or Toll-Free 1-866-690-8260

U Urgent Care or E Emergency?

If you are unsure if you should go to urgent care call Health Links - Info Santé
204-788-8200 or Toll free 1-888-315-9257

Urgent care centres provide 24/7 access for unexpected, but non-life-threatening health concerns, which require same day treatment. Patients coming to urgent care centres may arrive on their own, or be transported there by ambulance.

Go to urgent care for:

- illnesses or injuries that cannot wait for you to see your family doctor
- fevers, flu symptoms, rashes or infections
- dehydration
- cuts that won't stop bleeding
- injured limb that might be broken or sprained
- any other urgent, but not life-threatening, conditions

Urgent care centres are able to provide services not available in many doctors' offices, such as stitches and casts, but are not equivalent to emergency departments.

Urgent care centres help conserve emergency department resources for more serious, life-threatening conditions. Patients are seen based on their medical need, not order of arrival.



Patients with potentially life-threatening conditions should immediately phone 911.

For serious and life-threatening health concerns always go to your nearest emergency department (ED) or call 911. EDs are open 24/7 to address serious, life-threatening health emergencies.

Call 911 or go to an ED for:

- stroke/facial weakness/ extremity weakness
- heart attack/chest pain or tightness
- unable to wake/unconscious
- sudden onset of severe headache or confusion
- seizure and/or severe head injury
- major assault such as stabbings or shootings
- severe difficulty breathing or trouble speaking
- uncontrolled or severe bleeding
- major trauma such as loss of limb
- severe allergic reaction
- severe burns

Mental Health Services & Supports

If the person will attend **VOLUNTARILY**: Call the Mobile Crisis Service at 204-940-1781 or go to the Crisis Response Centre at 817 Bannatyne Ave.

If the person is **NOT VOLUNTARILY** getting help: Call 911 or visit an emergency department.

Hospital and Health Centre Roles



DOCTOR
OR CLINIC



URGENT
CARE



EMERGENCY

The following is a summary of hospital and health centre roles at a glance - but keep in mind, these changes don't take effect immediately. They'll take anywhere from six to 24 months to complete.

Health centres	Community hospitals with urgent care	Acute care hospitals
Misericordia Health Centre	Seven Oaks Hospital	Health Sciences Centre
<p>Services</p> <ul style="list-style-type: none"> - eye surgery and treatment - long term personal care - interim care - respite care - intravenous therapy clinic - sleep disorder centre <p>What is changing?</p> <ul style="list-style-type: none"> - 24-7 urgent care department repurposed to accommodate intravenous therapy 	<p>Services</p> <ul style="list-style-type: none"> - 24-7 urgent care - outpatient renal services - elective endoscopy expansion - complex continuing care - elder rehabilitation - elder transitional care <p>What is changing?</p> <ul style="list-style-type: none"> - 24-7 emergency converted to urgent care - focus on rehab and care for the elderly 	<p>Services</p> <ul style="list-style-type: none"> - 24-7 emergency - critical care - surgery - medicine - mental health - specialty rehabilitation - child health - women's health <p>What is changing?</p> <ul style="list-style-type: none"> - increase in mental health and surgical capacity - increase in critical care beds
Deer Lodge Centre	Victoria Hospital	St. Boniface Hospital
<p>Services</p> <ul style="list-style-type: none"> - geriatric rehabilitation - general chronic care - long term personal care <p>What is changing?</p> <ul style="list-style-type: none"> - enhanced capacity for special needs including dementia care - added capacity for geriatric rehabilitation 	<p>Services</p> <ul style="list-style-type: none"> - 24-7 urgent care - day surgeries - inpatient mental health - complex continuing care - general rehabilitation <p>What is changing?</p> <ul style="list-style-type: none"> - 24-7 emergency converted to urgent care - expanded day surgery services - increase in mental health beds - focus on elder friendly care - geriatric rehabilitation unit 	<p>Services</p> <ul style="list-style-type: none"> - 24-7 emergency care - critical care - cardiac sciences - surgery - medicine / family medicine - mental health - child health - women's health - palliative care <p>What is changing?</p> <ul style="list-style-type: none"> - increase in mental health capacity - increase in medical beds
Riverview Health Centre	Community Hospital	Grace Hospital
<p>Services</p> <ul style="list-style-type: none"> - long term personal care - dementia care - respite services - respiratory chronic care centre - specialty rehabilitation-acquired brain injury, stroke - palliative care <p>What is changing?</p> <ul style="list-style-type: none"> - strengthened Alzheimer's care - additional capacity for long term care beds 	Concordia Hospital	<p>Services</p> <ul style="list-style-type: none"> - 24-7 emergency - critical care - surgery - medicine - palliative care <p>What is changing?</p> <ul style="list-style-type: none"> - role as teaching hospital expanded - increase in surgical capacity - increased access to specialist and after hours diagnostic imaging
	<p>Services</p> <ul style="list-style-type: none"> - orthopedic surgery - complex and continuing care - elder transitional care - rehabilitation <p>What is changing?</p> <ul style="list-style-type: none"> - 24-7 emergency department repurposed - rehabilitation services expanded - focus on transitional care for the elderly 	