

# Westshore Urgent Primary Care Centre



*When it's not an emergency, but it just can't wait*



[islandhealth.ca/westshore-urgent-care](http://islandhealth.ca/westshore-urgent-care)

# Why use a UPCC?

**The Westshore Urgent Primary Care Centre** is a new urgent primary care clinic in Langford.

**Provides same-day care for conditions such as:**

- Fevers and infections
- Minor injuries: small cuts needing stitches, burns and skin conditions
- Headaches, earaches
- Nosebleeds
- Fractures, sprains and strains
- Women's health

**The care team includes:**

- Family Physicians
- Nurse Practitioners
- Registered Nurses
- Mental Health and Substance Use Clinicians
- Medical Office Assistants

**We can also connect you with:**

- Specialized clinicians who can support you with a variety of health conditions.
- More specialized mental health and substance use services if needed.

# What is a UPCC?

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**The Westshore Urgent Primary Care Centre** provides the care you need when your doctor is not available.

- Will provide team-based care
- Once fully staffed, will be open 8:00am-8:00pm, 7 days/week
- Located near pharmacies, laboratory and diagnostic services, and 7.8 kilometres from Victoria General Hospital, making it easier to refer people and transfer their care between locations and health-care providers
- Part of the Provincial Primary Care Strategy
- Supported by the Ministry of Health, South Island Division of Family Practice, Capital Regional Health District, and Island Health



# How do I use the UPCC?

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**All ages are welcome and no referral or appointment is needed.**

But always call your doctor or nurse practitioner first. Same-day appointments may be available.

**See your doctor or nurse practitioner for things such as:**

- Fever or flu like symptoms
- Infections
- Minor cuts or burns
- Headaches or earaches
- Nosebleeds
- Fractures or sprains
- Nausea or vomiting
- Urinary problems
- Women's health

**Call 9-1-1 or go to Emergency for life-threatening illness or injuries such as:**

- Suspected stroke or heart attack
- Major trauma or injury
- Chest pain
- Severe damage to a limb in an accident
- Severe difficulty breathing
- Sexual assault
- Severe bleeding
- Maternity or obstetric issues
- Poisoning or overdose
- Loss of consciousness
- Severe abdominal pain

# Right Care, Right Place

## Use your emergency department wisely

Health concern?



Call your family doctor first

Family Doctor not available?



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

Need trusted health advice?



Call 8-1-1 HealthLink BC (available 24/7)

Mental Health concern?



Vancouver Island Crisis Line 1-888-494-3888 (available 24/7)

KUU-US Aboriginal Crisis Line: 1-800-588-8717 (available 24/7)

Urgent medication refill?



Speak with your pharmacist

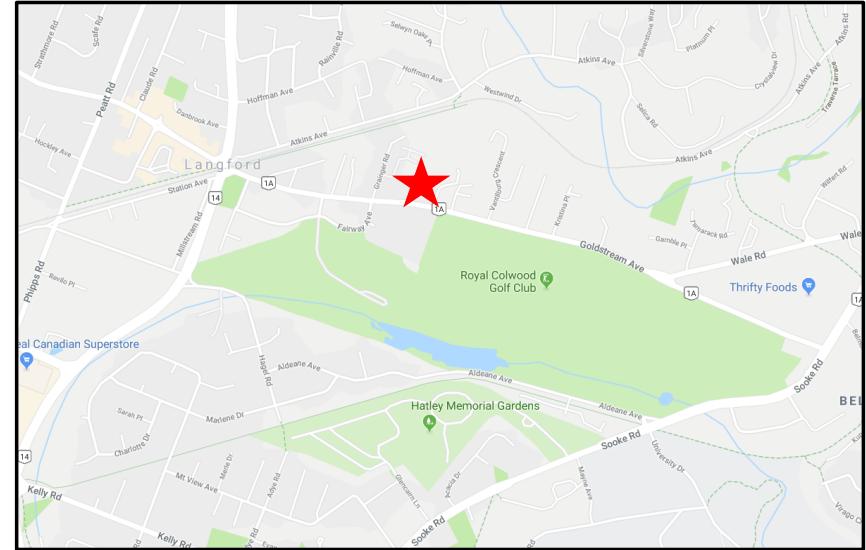
Critical injury or life-threatening condition?



Call 9-1-1 or go to the emergency department

# Where is it?

**The Westshore Urgent Primary Care Centre** is located at 582 Goldstream Avenue in the St. Anthony's Professional Centre.



Open 8:00am-8:00pm, 7 days/week

All ages are welcome and no referral or appointment is needed.

**Phone:** 250-519-6919 **Fax:** 250-519-6913