

VISITING AN URGENT AND PRIMARY CARE CENTRE

A UPCC may be able to provide care for:

Minor pain, sore throats, coughs and earaches | Minor fevers, infections, upset stomachs | Small to medium wounds and cuts needing stitches | Minor injuries including sprains and strains | Sexual and reproductive health | Mental health including anxiety and mild to moderate depression

Urgent and Primary Care Centre

An Urgent and Primary Care Centre (UPCC) visit will support care needs that require attention within 12-24 hours for those who do not have a family doctor, who are attached to the UPCC, or who cannot see their regular provider.



REGISTRATION

A medical office assistant will register you either in person or over the phone and collect basic information about your care concern. They will ask for some of your personal health information.



TRIAGE

A nurse will speak with you on the phone or in person to complete an assessment. They are trying to find out:

- What your care needs are and who will best serve them
- How urgently you need care
- Whether this is the appropriate place for you to receive care

An appointment will be provided or you will be asked to wait in the waiting room until the care team is ready for you.

Your care may be redirected to a more appropriate area such as your family provider or emergency department. This may include receiving a higher level of care or specialized care at an emergency department, e.g. severe abdominal pain, or respiratory distress.



VISIT

A member of the team will talk to you about your concern, and you and your care team will make decisions about your care together.

You may see a:

- Nurse
- Physiotherapist
- Doctor or nurse practitioner
- Social worker
- Or others

Your visit may occur virtually or in person



PLAN

You and your care team will create a plan to manage your concern.

This may include:

- Seeing another member of the team
- Going to the lab or for other tests
- Going to the pharmacy
- Returning to your family provider or the UPCC
- Returning home with care instructions

I need to seek care

Emergency Department

If you have a health emergency that requires immediate care, call 9-1-1 or go to your nearest emergency department immediately. A UPCC is not an emergency department and cannot treat people with serious illnesses or life-threatening conditions.

Family Provider

If you have a family provider, you should always seek non-emergency care with them first. They have access to your records and know your medical history best.

Community Care

You may have access to a health care provider in your community.

- Pharmacist for simple medications or prescription renewals. Call 1-833-882-0022 for more information.
- Call 310-MHSU for mental health needs.
- Call 1-800-707-8550 for seniors care.

WHAT IS MY EXPECTED WAIT TIME?

Priority Level	Urgent	Less Urgent	Not urgent
Expected wait time:	🕒🕒	🕒🕒🕒	🕒🕒🕒🕒

At most UPCC sites, patients are seen based on urgency after the triage process. You may not see a doctor or nurse practitioner during your visit.

If you are unsure where you should go to get care, you can call 8-1-1 for direction.



Interior Health
PRIMARY CARE