

# Where can I receive care?

PATIENT INFORMATION • PRIMARY & COMMUNITY CARE RESOURCES



**For non-emergency health issues, call your family doctor or nurse practitioner first.**

**For serious, life-threatening illness or injury requiring immediate care:**

## EMERGENCY DEPARTMENT

The following conditions should be assessed and treated immediately in an Emergency Department (ED) or by calling 9-1-1:

- Chest pain
- Confusion
- Difficulty breathing
- Major psychiatric illness
- Major trauma or injury
- Maternity or obstetric issues
- Poisoning or overdose
- Severe abdominal pain
- Significant head injury
- Suspected stroke

## Not sure where to go for help?

Call 8-1-1 HealthLink BC (available 24/7; call 7-1-1 if hearing impaired) or visit [www.healthlinkbc.ca](http://www.healthlinkbc.ca) for advice from:

- Nurses
- Pharmacists
- Dietitians

**For same day treatment of non-life threatening illnesses or injuries or if you do not have a family doctor or nurse practitioner:**

## PENTICTON URGENT AND PRIMARY CARE CENTRE (UPCC)

437 Martin St, Suite #101  
250-770-3696

The UPCC offers a team-based care approach and is open seven days a week, 365 days a year. Urgent Care available to the public:

- Weekdays: 5 p.m. - 8 p.m.
- Weekends and statutory holidays: 12 p.m. - 6 p.m.

The urgent care team on weekends and evenings will provide care for:

- Infections
- Lacerations/wounds/skin conditions
- Less serious injuries
- Minor pediatric illness/injury
- Situational crisis support
- Women's health services (e.g. pregnancy test, contraceptive management)

## Penticton also has several other walk-in clinics to serve you:

### APPLE PLAZA WALK-IN

1848 Main St, Penticton  
250-493-5228

- Monday – Friday: 9 a.m. – 6 p.m.
- Weekends and holidays: 10 am – 4 p.m.
- \* *Please call clinic as hours may vary.*

### PEACH CITY MEDICAL

2111 Main St, Penticton  
250-276-5050

- Monday, Wednesday, Friday: 8 a.m. – 5 p.m.
- Tuesday & Thursday: 8 a.m. – 4 p.m.
- Saturday: 9 a.m. – 1 p.m.
- Closed Sunday & statutory holidays

### SUMMERLAND AFTER HOURS CLINIC

13009 Rosedale Ave #200, Summerland  
250-404-4242

- Monday – Thursday: 5 p.m. – 7:30 p.m.
- Saturday & Sunday: 1 p.m. – 4 p.m.
- Closed Friday & statutory holidays
- \* *Please call clinic as hours may vary.*

## Other Services:

### SNXASTWILXTN CENTRE

Penticton Indian Band Health Services  
198 Outma Sqilx'w Pl  
250-493-7799

\* *Please call clinic as hours may vary.*

## For non-emergency illnesses:

### FAMILY DOCTOR & NURSE PRACTITIONER

For non-emergency illnesses, people should always call their regular family doctor (GP) or nurse practitioner (NP) office first. Same-day appointments may be available.

Your GP or NP is best for:

- Continuing care for ongoing health-care concerns
- 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
- Forms (e.g. sick notes, driver's licence, insurance, medical)

### PHARMACIST

Pharmacists are a good resource for advice and limited prescription renewals.

Try them first for:

- Allergies
- Minor fever
- Cold symptoms
- Mild rash
- Manageable back pain, joint pain
- Urgent medication refill

## Do you need a family doctor or nurse practitioner?

Register online for the South Okanagan Patient Attachment List (PAL) at:

<https://divisionsbc.ca/divisionsbc.ca/sospal>



[www.interiorhealth.ca](http://www.interiorhealth.ca)