

## Use your Emergency Room wisely

Not sure if you should go to  
the Emergency Room?

During the day, call  
Fraser Health Virtual Care.  
We can help you choose the  
right care at the right place.

After hours, call 8-1-1.

**Your health is our priority.**

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### Did you know?

Since we started Fraser Health  
Virtual Care in 2019, we have helped  
over 140,000 people. Services  
included doing health assessments,  
giving health information and  
education, and connecting them to  
available services within Fraser Health.

### Need trusted health advice?

Fraser Health Virtual Care is a way to get  
health information, advice, and care.



**10:00 a.m. to 10:00 p.m.**

**7 days a week**  
including statutory holidays

Call us  
**1-800-314-0999**

Chat with us  
[fraserhealth.ca/virtualcare](https://fraserhealth.ca/virtualcare)



[www.fraserhealth.ca](https://www.fraserhealth.ca)

This information does not replace the advice given  
to you by your health care provider.

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For more copies: [patienteduc@fraserhealth.ca](mailto:patienteduc@fraserhealth.ca)

# Fraser Health Virtual Care

Call us to get the care you need.  
Let us connect you with health services.

**1-800-314-0999**



## What is Fraser Health Virtual Care?

Fraser Health Virtual Care is where you can connect to a registered nurse about a health concern or question.

We are available to answer any health-related questions from 10:00 a.m. to 10:00 p.m. every day of the week.

## How do I access Fraser Health Virtual Care?

You can connect with us 3 ways.

### 1. Call us: 1-800-314-0999

For an interpreter, say your language in English 3 times.  
Then wait until an interpreter comes on the phone.

### 2. Use web chat:

Go to  
[fraserhealth.ca/virtualcare](https://fraserhealth.ca/virtualcare)

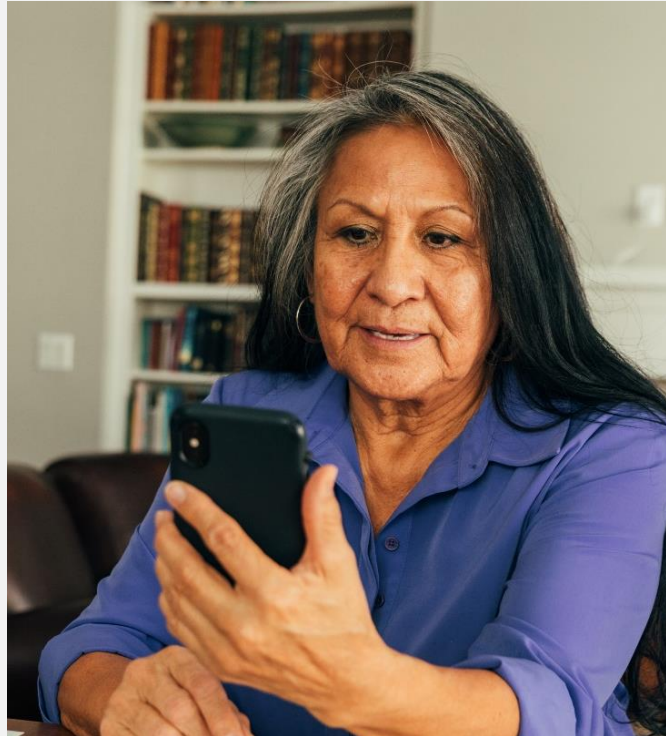


Click on this smiling chat bubble. Find it in the lower right corner of your screen.



### 3. Video call us:

Call us or use web chat, then you have the option to add video. This means you can see the nurse and they can see you.



## Who can use Fraser Health Virtual Care?

Anyone can call us.

You can call for yourself, for a family member, or for a friend.

Call us for any of these reasons:

- You have a health-related question or concern.
- You want information on health services available in your area.
- You need advice on what health service to access.

## What can I expect when I connect with Fraser Health Virtual Care?

During a call, the nurse can do any of these things for you:

- View your medical record to personalize the assessment.
- Assess your health concern.
- Give you health advice and information.
- Connect you with programs and services in Fraser Health that you might need.

During a web chat, the nurse can give you or direct you to health resources.



We call or text some people within 2 days after a hospital stay. If we connect with you, expect us to invite you to contact us if you have any questions or concerns about your health.