

## When is the centre open?

### Urgent Care hours:

Seven days a week 9:00 a.m. to 8:00 p.m.  
Including statutory holidays

### Primary Care appointment hours:

Monday to Friday 9:00 a.m. to 4:00 p.m.

### Please note:

We do not have these services on-site:

- x-ray, ultrasound, medical imaging, or CT scanning
- laboratory services

We cannot offer any intravenous therapy.

We do not have narcotics (opioids) onsite.

We will not give prescriptions for narcotics or tranquilizers (benzodiazepines).

For people who walk-in, we are not able to complete medical forms, such as for Persons with Disability (PWD) and private insurance.

## What if I don't have a doctor?

If you live in Burnaby and do not have a family doctor or nurse practitioner, you can sign up with the Burnaby Division of Family Practice to be put on a waitlist.

[divisionsbc.ca/burnaby/for-patients](https://divisionsbc.ca/burnaby/for-patients)

Scroll down to "Looking for a doctor in Burnaby" or scan the QR code.



## Where to find us

**Unit 102 4555 Kingsway  
Burnaby, B.C. V5H 4V8  
604-451-4888**



Expect us to treat you and your family with compassion, dignity, and respect, without discriminating in any way.

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

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

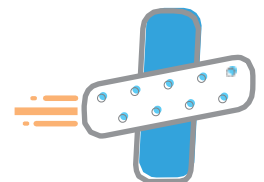
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For more copies: [patienteduc.fraserhealth.ca](mailto:patienteduc.fraserhealth.ca)



# Metrotown Urgent and Primary Care Centre

**Open 9:00 a.m. to 8:00 p.m.  
7 days a week  
604-451-4888**

**For more information online  
[fraserhealth.ca/urgentcare](http://fraserhealth.ca/urgentcare)**



# What is the difference?

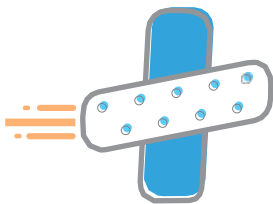
## Urgent Care is for people who:

- might normally go to a family doctor (or nurse practitioner) or walk-in clinic in their community with a health concern but can't get in to see one, *and*
- need medical care within 12 to 24 hours and it is not an emergency

A member of our team will work with you to address your care needs. We assess all patients when they arrive. We decide who to see first based on the urgency of care they require.

## Examples of when to use Urgent Care:

- cough and/or cold
- cuts, wounds, or skin conditions
- infections such as chest, ear, and bladder
- mild back pain
- minor sprains and strains
- fever does not go away after taking medications
- nausea, diarrhea, constipation



## Emergency Department

### is for people who:

- are experiencing a health crisis or have a serious illness or injury
- need medical care right away

### Some examples of when to go to an Emergency Department:

- chest pain
- trouble breathing or short of breath
- any kind of bleeding that does not stop
- suspected stroke
- overdose or poisoning
- mental health crisis
- broken bones / dislocated joints

## Primary Care is for people who:

- live or work in Burnaby and are looking for a family doctor or nurse practitioner
- have complex care needs

We provide a team-based approach tailored to your specific health concerns. We might also refer you to other resources in the community.

### We see people by appointment.

### Our care team includes:

- doctors and nurse practitioners
- registered nurses
- clinical counsellors
- social workers and pharmacists
- medical office assistants
- health unit aides

## Not sure where to go?

### Call Fraser Health Virtual Care

**1-800-314-0999**

- Speak with a nurse from 10:00 a.m. to 10:00 p.m., 7 days a week

### Call 8-1-1

- Speak with a nurse anytime of the day or night.
  - Speak with a pharmacist from 5:00 p.m. to 9:00 a.m. every night of the week.
- HealthLinkBC is available in 130 languages. For an interpreter, say your language in English. Wait until an interpreter comes on the phone.



### Call the Urgent and Primary Care Centre

**604-451-4888**

- 9:00 a.m. to 8:00 p.m., Monday to Sunday