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. We need to know a person for at least 3 months before we can complete these types of forms.

Where to find us

**3105 Murray Street,
Port Moody, B.C. V3H 1X3
604-469-3123**

3105 Murray Street,
Port Moody, BC V3H 1X3

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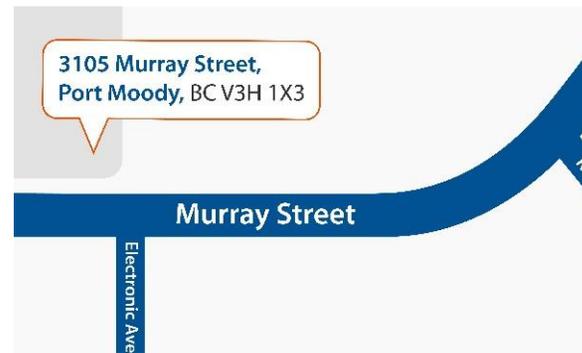
Expect us to treat you and your family with compassion, dignity, and respect, without discriminating in any way.

fraserhealth
Better health. Best in health care.

Port Moody Urgent and Primary Care Centre

**Open 9:00 a.m. to 8:00 p.m.
7 days a week
604-469-3123**

**For more information online
fraserhealth.ca/urgentcare**

www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.
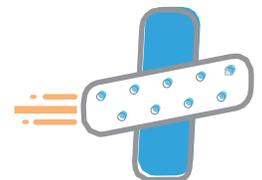
What is the difference?

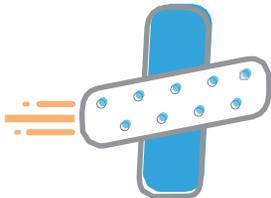## Urgent Care is for people who:

- ✓ 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
- 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 Coquitlam, Port Coquitlam, Port Moody (Tri-cities) and New Westminster 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

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.

BRITISH COLUMBIA | HealthLinkBC

Call the Urgent and Primary Care Centre   604-469-3123

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