

## When is the Centre open?

### Urgent care walk-in hours:

Monday to Friday 2:00 p.m. to 9:00 p.m.  
Saturdays, Sundays, Statutory Holidays  
9:00 a.m. to 9:00 p.m.

### Primary care appointment hours:

Monday to Friday 9:00 a.m. to 5:00 p.m.  
Saturdays, Sundays, Statutory Holidays.  
Check for available appointments.

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### 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.

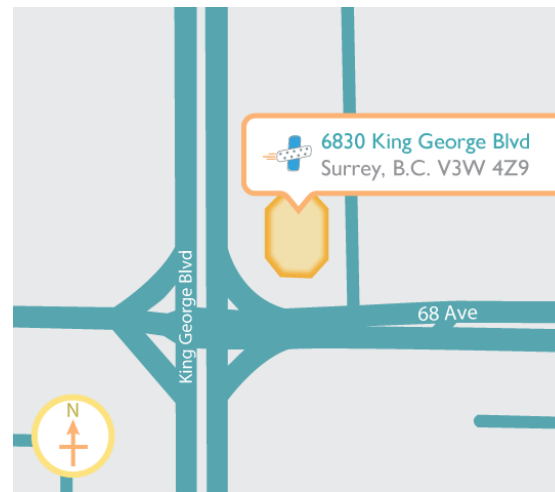
We do not have narcotics (opioids) onsite.

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

**6830 King George Boulevard  
Surrey, BC V3W 4Z9**



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



# Surrey-Newton Urgent and Primary Care Centre

**Open 9:00 a.m. to 9:00 p.m.**

**7 days a week**

**604-572-2625**

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



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

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

Catalogue #266669 (March 2023)  
To order, visit: [patienteduc.fraserhealth.ca](https://patienteduc.fraserhealth.ca)

# What is the difference?

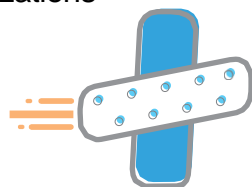
## Urgent care is for people who:

- ✓ 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
- sprains and strains
- fever
- nausea, diarrhea, constipation
- immunizations



## 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 in Surrey 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.

### Primary care is available by appointment.

### Our care team includes:

- doctors and nurse practitioners
- registered nurses
- clinical counsellors
- social workers
- 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.



### Call the Urgent and Primary Care Centre

**604-572-2625**

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