

When is the Centre open?

Urgent care walk-in hours:

Monday to Friday 10:00 a.m. to 9:00 p.m.
Saturdays, Sundays, Statutory Holidays
10:00 a.m. to 9:00 p.m.

Primary care appointment hours:

Monday to Friday 10:00 a.m. to 9:00 p.m.
Saturdays, Sundays, Statutory Holidays
Check for available appointments.

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.

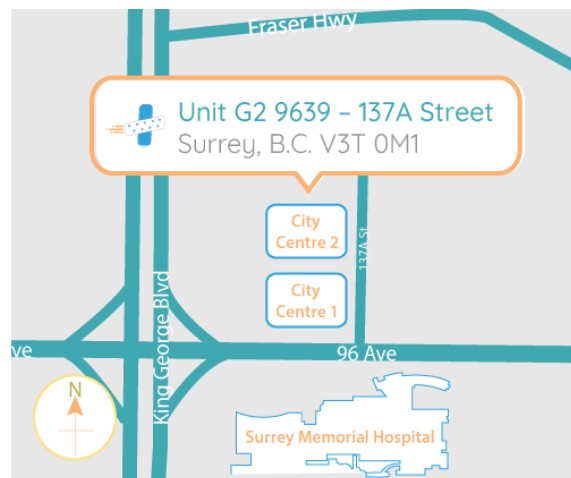
We do not have narcotics (opioids) onsite.

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

9639 137A Street
Ground Level, City Centre 2
(Across from Subway)



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



Surrey-Whalley Urgent and Primary Care Centre

Open 10:00 a.m. to 9:00 p.m.

7 days a week

604-572-2610

For more information online
fraserhealth.ca/urgentcare



www.fraserhealth.ca

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

Catalogue #266191 (August 2021)
To order, visit: patienteduc.fraserhealth.ca

What is the difference?

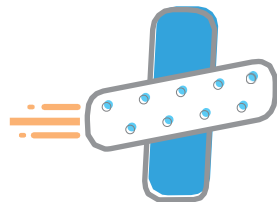
Urgent care is for people who:

- 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
- need medical care within 12 to 24 hours and it is not an emergency

Anyone can get urgent care without an appointment. We see people in order of priority, instead of on a first come, first serve basis.

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

604-572-2610

- 10:00 a.m. to 9:00 p.m., Monday to Sunday