

# Urgent Health Needs

## Know Your Options



### Emergency Care / Call 9-1-1

- Call 9-1-1 for serious or life-threatening emergencies that require an ambulance right away
- Things like chest pain, stroke, severe injury



### Primary Care Clinic

- Book an appointment with your Nurse Practitioner or Family Doctor for on-going health needs. Monday to Friday 9:00 - 4:00
- **Camas LeLum Primary Care Clinic** - Phone: 250-940-2669,



### FNHA Doctor of the Day

- Book a phone or video appointment if you can't see your Primary Care Provider
- Call **1-855-344-3800** to book an appointment.



### Urgent Primary Care Centers (UPCC)

- Extended hour for non-life-threatening health concerns
- Gorge Urgent Primary Care Center holds space for Camas LeLum clients, call us for support booking.

### UPCC Options



### Mental Health Support

- Hope for Wellness Crisis and Counselling line 1-855-242-3310
- Suicide Crisis Helpline: call or text 9-8-8
- KUU-US Crisis Line: 1-800-588-8717
- Youth Crisis Line: 250-723-2040



### Sexual Assault Care Options

- Get help after sexual or physical violence.
- Within 7 days after assault, you can see a forensic nurse either at Victoria Sexual Assault Clinic, or the nearest Emergency Department

### Victoria Sexual Assault Clinic



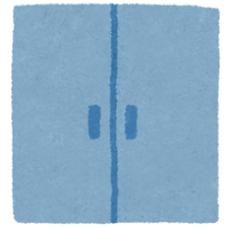
### Health Link - Call 8-1-1

- Speak to a nurse 24/7, free service, for health advice.

SCAN ME

# Guide to Hospital Visit

EMERGENCY



## To prepare for your visit:

### 1. Getting to Hospital:

- If you are not safe to drive or take transit, call 9-1-1 for an ambulance
- Go **early in the day**, when more **services are available**

### 2. What to Bring:

- Your BC Services Card / Care Card
- List of medications or bring your pill bottles
- Phone charger, water bottle, snacks, something comforting
- Support person's contact info (friend, Elder, family, care provider)



## Wait Times



### 3. Expect a Long Wait

- ER wait times can be long—bring things to help pass the time (book, music, knitting).
- You may wait hours before seeing a doctor if it's not life-threatening.

### 4. Before Leaving the Hospital:

- Ask for a **summary of your stay**
- Ask for clear information about any new medications
- Ask for a taxi voucher if you can't get a ride home



## Indigenous Liaison Nurse

- While you are in hospital, a Liaison nurse can support you to access more culturally safe care
- **You can self-refer. You do not need hospital staff to connect you.**
- They can support you to access resources, supports and make complaints
- Available between the hours of 8:00 am to 4:00 pm



## Liaison Contact Info

