

Primary Health Care

Need Medical Care Quickly?

When and How to Get Urgent Care in Fraser Health

November 29, 2023

Urgent and Primary Care Centres

Primary Care Initiatives in BC



Primary Care Networks

Urgent and Primary Care Centres

Community Health Centres

First Nations Led Primary Care Initiatives

Nurse Practitioner Primary Care Clinics

Why Urgent and Primary Care Centres?

Introduced as part of BC's Primary & Community Care Strategy to provide a flexible service to meet both urgent and ongoing primary care needs by:



Providing urgent care for health needs requiring attention in 12-24 hours that don't require an emergency department



Adding new capacity for family physician attachment



Offering comprehensive, team-based care, and easy access to other services when needed

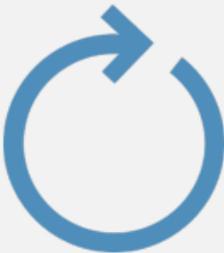
What is an Urgent and Primary Care Centre (UPCC)?

A UPCC provides two kinds, or streams, of service:



Urgent Care

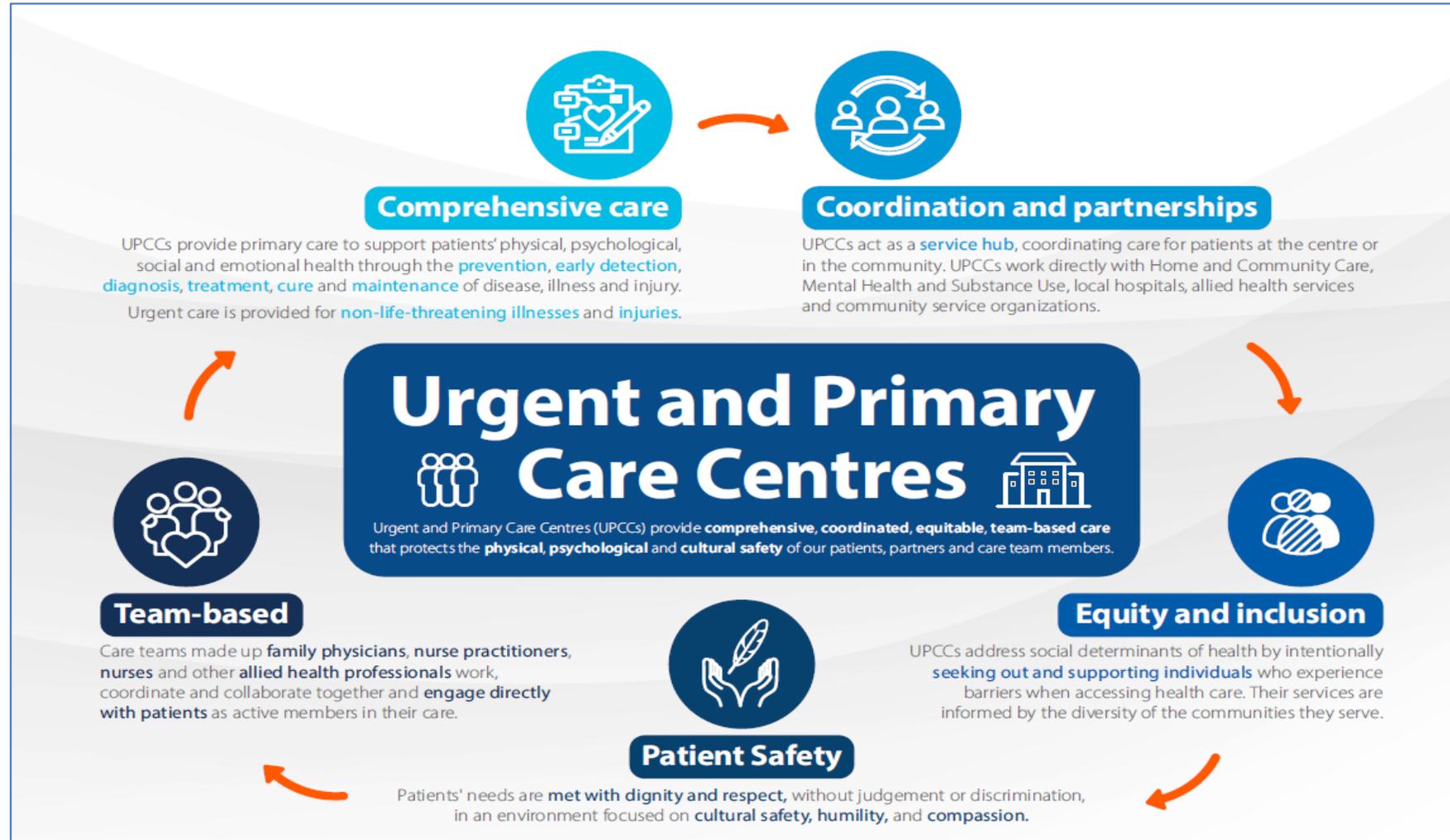
- A UPCC provides urgent care to patients who need to see a family physician, nurse practitioner, registered nurse or other clinician within 12 to 24 hours, but they don't require the level of care found in an emergency department.



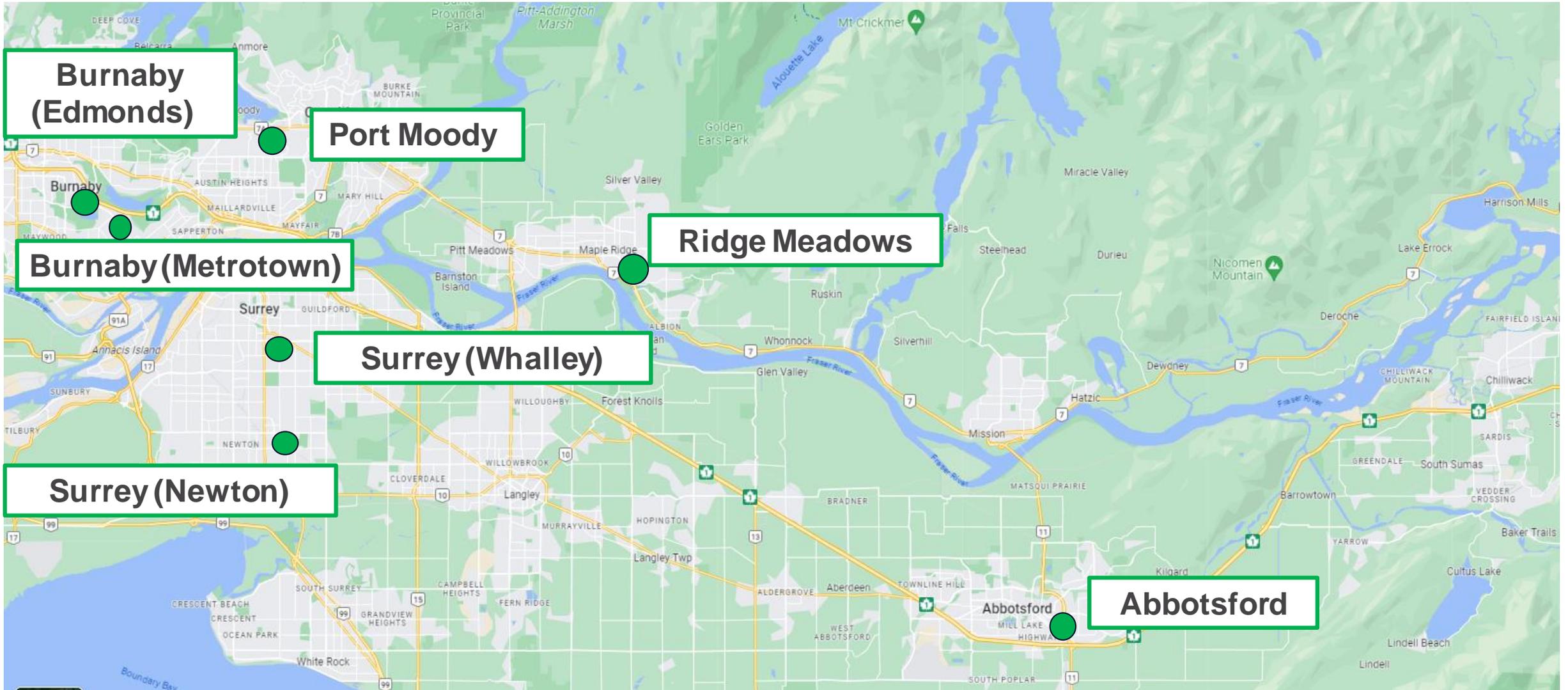
Primary Care (Longitudinal Care)

- Primary care or continuous care is like the care you would receive from your family physician or nurse practitioner in the community and where we support populations with complex needs.

How is Care Delivered: Philosophy of Care



Where are Fraser Health UPCCs located?



Service Details

More Specifics: UPCC Services

Services may include, but are not limited to:

- Cuts that need stitches
- Skin, sinus or lung infections
- New wounds, including burns
- New or worsening pain
- New nausea and diarrhea
- New pain or burning when peeing
- New mental health issues such as low mood, anxiety or depression

Most common reasons people come to a UPCC for urgent care:

- Sore throat
- Cough
- Earache
- Urinary symptoms
- Rash or redness

How to Access Urgent Care: Seven Days/Week

Site name	Address	Phone Number	Access	Hours
Abbotsford	2692 Clearbrook Rd	604-870-3325	Call-in or walk-in	Mon-Fri: 5pm-9pm Sat-Sun: 9am-9pm
Burnaby Edmonds	#201-7315 Edmonds St	604-519-3787	Call-in	Mon-Fri: 5pm-9pm Sat: 2pm-8pm/Sun: 12pm-6pm
Burnaby Metrotown	#102-4555 Kingsway	604-451-4888	Call-in or walk-in	9am – 8pm
Port Moody	3105 Murray St	604-469-3123	Call-in or walk-in	9am – 8pm
Ridge Meadows	#121-11900 Haney Pl	604-476-4650	Call-in or walk-in	9am – 8pm
Surrey Newton	6830 King George Blvd	604-572-2625	Walk-in	Mon-Fri: 2pm-9pm Sat-Sun: 9am-9pm
Surrey Whalley	9639 137A Street, Unit G2	604-572-2610	Call-in or walk-in	9am-9pm

Urgent health care services are also available through:

- **HealthLinkBC** by calling **811**
- **Fraser Health Virtual Care** 10:00am-10:00pm 7 days/week at 1-800-314-0999 or clicking the link on our website
- **Walk-In Clinics**

What Impact Do UPCCs Have?

Seven (7) UPCCs

Over **145,000** patients
served since opening

Over **21,500** encounters
per month

Team-based care is provided with a team that can include physicians, nurses, clinical counselors, social workers, dietitians, pharmacists, medical office assistants, health unit aides, managers, and educators.

Getting Attached to a Primary Care Provider

Attachment to a family physician is coordinated through the new:

Ministry of Health - Health Connect Registry:
[Health Connect Registry | HealthLink BC](#)

You can also talk to your local UPCC for help!

Over 5,800 patients are attached to physicians and nurse practitioners at UPCCs for continuous care

Indigenous Health Primary Care

xixatəmət ct tə məlsteyəx^w ct - We are Caring for the People

Translation gifted by Fern Gabriel, Kwantlen First Nation

Two hub sites (one in Surrey, one in Chilliwack at the Stó:lō Primary Care site) provide integrated team-based care that is collaborative and brings in many approaches to healing.

Also providing linkages to specialist services and support throughout the health care journey.

Full Primary Care Services Plus:

- Traditional Wellness Providers
- Maternal/Child Health
- Mental Health & Substance Use
- Counselling
- Chronic Disease Prevention
- Immunizations
- Nutrition
- Indigenous Health Liaisons

Indigenous Health Primary Care Locations



Supporting Refugees

The Urgent and Primary Care Centres, Surrey New Canadian Clinic, Burnaby New Canadian Clinic, and Population and Public Health work in partnership to provide comprehensive care to refugees arriving to British Columbia:

Approximately **2,500 - 3,000** Government Assisted Refugees arrive in BC each year. While they often arrive to Vancouver, the majority settle in the Fraser Health region

Services provided:

- Primary care assessment
- Vaccinations
- Dental hygiene assessment and connection to dental clinics
- Referrals to specialist services, such as BC Cancer and maternity care

Care is typically provided within a clinic or local public health unit.

When large groups of refugees arrive together, **mobile clinics** are coordinated to bring services directly to locations where the refugees are housed.

Where Can I Find More Information?

UPCC Information

- Fraser Health Website:
[Urgent and Primary Care Centre - Fraser Health Authority](https://www.fraserhealth.ca/urgent-and-primary-care-centre)
- Youtube:
<https://www.youtube.com/watch?v=OhkqwG9JYLw>



Thank You and Questions



fraserhealth

Better health. Best in health care.



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