

# Urgent Care Centre at Douglas Memorial Site


As of **September 28/09**, the Urgent Care Centre is open 24 hours a day, 7 days a week to treat a wide range of ailments and health concerns.

## Know Your Options

The Ontario government has a new website to let communities know about the primary healthcare services available to them.

Learn more, go to [www.ontario.ca/healthcareoptions](http://www.ontario.ca/healthcareoptions) and click on the grey *Find Your Health Care Options* box or call 1-866-330-6206.

The Niagara Health System has more information on emergency and urgent care services on our website. Go to [www.niagarahealth.on.ca](http://www.niagarahealth.on.ca)

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### Urgent Care Centres Treat ...


- Simple fractures, sprains, sports injuries
- Cuts that may need stitches
- Minor burns
- Minor abdominal pain (nausea, vomiting, flu)
- Ear, nose, eye and throat problems
- Coughs and colds

### ER Departments Treat ...

- Chest pain & shortness of breath
- Severe abdominal pain
- Stroke symptoms - sudden headache, weakness, blurred vision, trouble speaking, dizziness
- Major injuries
- Mental health issues

**Call 911 if you have chest pain, stroke symptoms or any medical emergency**



  
Map not to scale




**EMERGENCY DEPARTMENT**  
**Greater Niagara General Site**  
5546 Portage Rd., Niagara Falls, L2E 6X2



**URGENT CARE CENTRE**  
**Douglas Memorial Site**  
230 Bertie St., Fort Erie, L2A 1Z2

**IMPORTANT INFO FOR YOUR HEALTH**

From  
 Emergency  
to  
 Urgent Care ...

*we're here  
for YOU*

Know Your Options



tel: 905-378-4647  
[www.niagarahealth.on.ca](http://www.niagarahealth.on.ca)

 Niagara Health System

## EMERGENCY



### Call 911 for a life-threatening Emergency

You should use 911 only in an emergency. Dialing 911 provides you with emergency response and transport to emergency services and should be reserved for those who really need assistance.

Sometimes it is difficult to know whether your problem is serious or not. Call 911 or go to an Emergency Department for:

- pains or tightness in the chest
- severe pain
- shortness of breath
- choking or having difficulty breathing
- fractured or broken bone
- sudden, severe headaches, vision problems, sudden weakness, numbness and/or tingling in the face, arm or leg, trouble speaking, or dizziness (stroke symptoms)
- child has diarrhea and vomiting and won't eat or drink
- baby under six months has a fever over 38.5°C (101°F)

*If you have any doubts about whether you are experiencing a medical emergency, call 911. The ambulance will take you to the appropriate ER.* To learn more about Niagara EMS services, go to [www.niagararegion.ca](http://www.niagararegion.ca) and click on living/emergency services.

## Go to

### A Hospital Emergency Room

ERs accept ambulances and are staffed by physicians and nurses trained in emergency medicine treating patients with severe illnesses or injuries. ERs experience high volumes of patients, especially during the winter and holiday season. Patients are seen in order of urgency, not by arrival time, so please be patient. The ER is designed to handle the above emergency medical situations.

## URGENT



### Go to an Urgent Care Centre

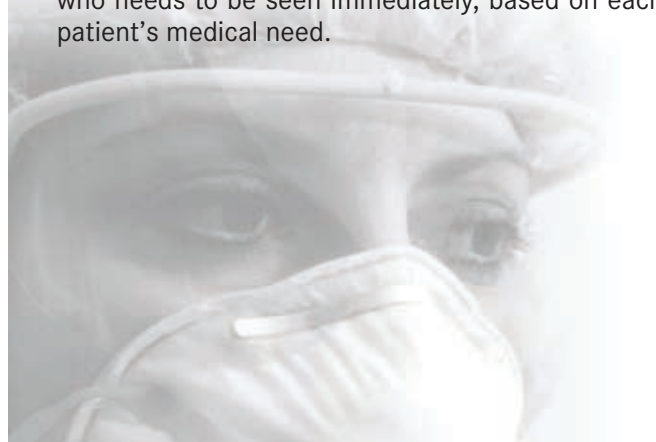
Urgent (Prompt) Care Centres are similar to Emergency Rooms in that they are staffed by physicians and nurses trained in emergency medicine. These professionals treat illnesses or injuries that cannot wait for a scheduled appointment with a primary care physician. Urgent Care Centres are equipped to do diagnostic tests such as X-rays and ultrasounds as well as blood tests.

They treat adults and children who have non life-threatening illnesses or injuries such as:

- cuts or wounds that may require stitches
- sprains, strains or deep bruises
- mild to moderate asthma attacks
- ear infections
- urinary tract infections
- coughs, congestion, sore throats
- diarrhea
- insect bites
- rashes
- abrasions
- fever
- simple fractures

## How are Patients Assessed?

The Triage Nurse is the first person patients will see in an Urgent Care Centre or ER Department. Triage is a head-to-toe assessment done to determine who needs to be seen immediately, based on each patient's medical need.



## SICK



### Go to your Family Physician or Walk-in Clinic

Go for non life-threatening illnesses

such as:


- fever
- sore throat
- cough
- earaches
- muscle/joint pain
- skin lesions

Ask your doctor's office what back-up coverage they offer or recommend when they are closed (i.e. after-hours clinics or on-call service).

## Call

**Telehealth Ontario at 1-866-797-0000  
or go to [www.health.gov.on.ca](http://www.health.gov.on.ca)**

Telehealth Ontario provides free access to a registered nurse, 24 hours a day, 7 days a week for general health questions. You will receive confidential advice on what to do or where to go about any health-related concerns.

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### EMERGENCY Greater Niagara General Site

Emergency Department  
5546 Portage Road  
Niagara Falls  
Open 24 hours daily



### URGENT Douglas Memorial Site

Urgent Care Centre  
230 Bertie Street  
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[www.niagarahealth.on.ca](http://www.niagarahealth.on.ca)