

Urgent Care Centre at Port Colborne Site


As of **July 6/09**, 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 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

clip and keep 

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

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

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



EMERGENCY ROOM DEPARTMENT
Welland Site
 65 Third St., Welland, L3B 4W6



URGENT CARE CENTRE
Port Colborne Site
 260 Sugarloaf St., Port Colborne, L3K 2N7

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



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 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

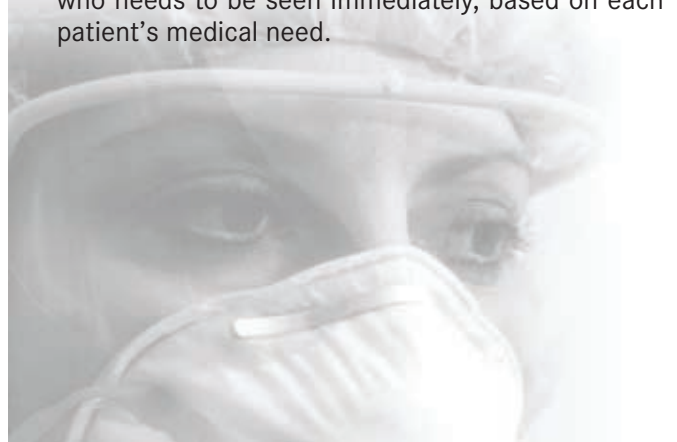
Urgent (Prompt) Care Centres are similar to Emergency Rooms in that they are staffed by physicians and nurses trained in emergency medicine. These professionals treat illnesses or injuries that cannot wait for a scheduled appointment with a primary care physician. Urgent Care Centres are equipped to 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

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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Niagara Health System



EMERGENCY Welland Site

Emergency Department
65 Third Street
Welland
Open 24 hours daily



URGENT Port Colborne Site

Urgent Care Centre
260 Sugarloaf Street
Port Colborne
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www.niagarahealth.on.ca