

# Know your healthcare options

Where to go to access the care you need

niagarahealth

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## When to seek primary care

Primary care providers offer care in different settings such as doctors' offices, walk-in clinics, nurse practitioner-led clinics, community health centres, mobile units and more.

### Your primary care provider will:

- Diagnose and treat common illnesses and injuries
- Make referrals to healthcare specialists for help with a specific condition and support in managing a chronic condition (such as diabetes or high blood pressure)
- Provide regular checkups, including physicals and routine screening tests, and write prescriptions for medication



**Pharmacist-led Care**  
Pharmacists in Ontario can now prescribe medication for 28 conditions.

[Ontario.ca/Page/Pharmacies](https://Ontario.ca/Page/Pharmacies)



## When to go to an Urgent Care Centre

Niagara Health has Urgent Care Centres in Fort Erie and Port Colborne, which treat patients for health concerns that are not an emergency but can't wait for a scheduled appointment with a family doctor or other primary care provider.

### Seek treatment for:

- Nausea, vomiting, flu, coughs, colds and fevers
- Ear, nose, throat and eye problems
- Minor cuts that may need stitches
- Sprains, strains or sports injuries
- Minor asthma flare-ups or allergic reactions



**Virtual urgent care**  
Access urgent care without leaving home by visiting [UrgentCareOntario.ca](https://UrgentCareOntario.ca)

**Niagara Health Urgent Care Centres are open seven days a week from 10 a.m. to 8 p.m.**

Fort Erie Site, 230 Bertie St. | Port Colborne Site, 260 Sugarloaf St.



## When to go to an Emergency Department

Go to your nearest Emergency Department if you are in need of serious medical attention. Call 9-1-1 for life-threatening, time-critical emergencies.

### Seek treatment for:

- Trouble breathing
- Bleeding that won't stop
- Chest pain or pressure
- Broken bones and partial/total amputation of a limb
- Traumas or injuries to the head
- Deep cuts or wounds
- Severe burns or pain
- Poisoning
- Loss of consciousness, unable to wake
- Sudden headaches, dizziness, weakness, numbness, trouble seeing or speaking
- [Mental health issues](#) (overdose, thoughts of suicide, self-harm or harm to others)
- Severely ill or injured [children and infants](#)
- [Obstetrical emergencies](#) (early pregnancy complications, labour and delivery)

### Niagara Health Emergency Departments:

St. Catharines Site, 1200 Fourth Ave. | Niagara Falls Site, 5546 Portage Rd. | Welland Site, 65 Third St.

**Health811 can give you advice 24/7 on where to go for care.  
Call 8-1-1 (TTY 1-866-797-0007)**

For more information and wait times, please visit [NiagaraHealth.on.ca/KnowYourOptions](https://NiagaraHealth.on.ca/KnowYourOptions)