

KNOW YOUR HEALTHCARE OPTIONS

Where to go to access the care you need on a timely basis



When to seek primary care

Primary care providers offer care across Niagara in different clinics and settings such as doctor offices, walk-in clinics, nurse practitioner-led clinics, community health centres and more.

Your primary care provider will:

- Diagnose and treat common illnesses and injuries
- Make referrals to healthcare specialists who can help with a specific condition
- Support in managing a chronic condition (such as diabetes or high blood pressure)
- Write prescriptions for medication
- Provide regular check-ups including physicals and routine screening tests (e.g., for cancer)



When to go to an Urgent Care Centre

Urgent Care Centres treat patients for injuries or illnesses like sprains or strains, minor cuts or burns that cannot wait for a scheduled appointment with a family doctor or other primary care provider.

Come to an Urgent Care Centre for treatment for:

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

Visit the Urgent Care Centre at 260 Sugarloaf St., Port Colborne.

Please note that as a response to COVID-19, the Fort Erie Urgent Care Centre is temporarily closed in order to redeploy emergency-trained physicians and nurses to Niagara Health Emergency Departments where they are most needed. Fort Erie residents who need help travelling to and from the Port Colborne Urgent Care Centre can arrange for transportation through the Niagara Region. Please call 905-980-6000, ext. 3550, or 1-800-263-7215, ext. 3550, to book a ride.



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



When to go to an Emergency Department

Emergency Departments treat patients with serious and life-threatening conditions.

Call 9-1-1 or go to the nearest Emergency Department when you need care for symptoms like:

- Trouble breathing
- Bleeding that won't stop
- Chest pain or pressure
- Broken bones
- Partial or total amputation of a limb
- Traumas or injuries to the head
- Deep cuts or wounds
- Severe burns
- Severe 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 & delivery)

Telehealth Ontario can give you advice 24/7 on where to go for care. Call 1-866-797-0000

For more information please visit, NiagaraHealth.on.ca/KnowYourOptions

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