

## When to access each type of care

Knowing where to go will help you receive better health care, sooner.

### EMERGENCY DEPARTMENT

If your issue is serious and life-threatening, go straight to the nearest hospital emergency department or call 911.

#### Emergency departments include:

- Health Sciences Centre
- St. Boniface General Hospital
- Grace Hospital

#### Call 911 or go to an emergency department for issues such as:

- Stroke/facial weakness/extremity weakness
- Heart attack/chest pain or tightness
- Unable to wake/unconsciousness
- Sudden onset of severe headache or confusion
- Seizure activity and/or severe head injury
- Major assault such as stabbings or shootings
- Severe difficulty breathing or trouble speaking
- Uncontrolled or severe bleeding
- Major trauma such as loss of limb
- Severe allergic reaction
- Severe burns

### URGENT CARE

Urgent care centres are open 24 hours a day, seven days a week to address urgent but not life-threatening health concerns.

Urgent care centres can provide services not available in many doctors' offices, such as stitches and casts – but they are not equivalent to emergency departments.

#### Urgent care centres include:

- Victoria General Hospital
- Seven Oaks General Hospital
- Concordia Hospital

#### Visit an urgent care centre for things like:

- Illness or injuries that cannot wait for you to see your family doctor
- Fevers, flu symptoms, rashes or infections
- Dehydration
- Cuts that won't stop bleeding
- An injured limb that might be broken or sprained
- Any other urgent, but not life-threatening conditions

### REGULAR HEALTH CARE NEEDS

If you require medical care, EQ Care medical professionals are available 24/7. If you are unable to access the care you need through EQ Care, a list of nearby medical clinics can be found at [medimap.ca](http://medimap.ca).

#### Regular health care needs include:

- Minor illnesses, flu, rashes or infections
- Diagnosis and specialist referral
- Ongoing management of health conditions and preventative care
- Prescriptions, vaccinations and inoculations