

## Nanaimo Urgent and Primary Care Centre

### Q&A

June 4, 2019

#### **Q/ When will the Nanaimo Urgent and Primary Care Centre (UPCC) open?**

A/ We are phasing in the new staff and services at the Urgent and Primary Care Centre (UPCC). We are in the process of hiring new staff who will join the centre in the coming weeks as they complete their orientation. Full services and expanded hours will be complete by Sept. 3.

#### **Q/ What services will be available at the UPCC?**

A/ The Nanaimo Urgent and Primary Care Centre is building an expanded team of nurses, doctors and counsellors who will be supported by social workers and a pharmacist. The UPCC will provide same-day care for conditions that aren't an emergency, but can't wait long for treatment. Conditions like fevers and infections, minor injuries, cuts that need stitches, headaches, anxiety or other mental health crises, sprains and earaches can be treated at the UPCC.

#### **Q/ What mental health and substance use services will be available at the UPCC?**

A/ Crisis Counselling (short-term/single session) with Mental Health and Substance Use clinicians/counsellors will be available at the UPCC. These clinicians/counsellors will also provide assessment and intake services that may lead to connections to broader MHSU services and community resources.

#### **Q/ What are the UPCC hours?**

After September 3 the UPCC will operate from 8 am to 9 pm on weekdays and 9 am-6 pm on weekends and most holidays.

#### **Q/ Is the centre adding more physicians?**

A/ The physicians who work at the UPCC are current Nanaimo family physicians who work primarily at their own clinics and also fill shifts at the Urgent and Primary Care Centre. As the UPCC hours of service expand, additional community doctors will begin working some shifts at the centre.

#### **Q/ Can I get a family doctor at the UPCC?**

A/ The UPCC will provide urgent and primary care to anyone in the community, but it will not operate like a regular medical practice. People without a family doctor who come to the UPCC for a specific ailment will be supported by UPCC physicians if they need follow-up and ongoing care. Patients who have a family doctor will be directed to return to their home clinic for follow-up after they receive treatment at the UPCC.

#### **Q/ When should I go to the UPCC?**

A/ The UPCC is for people with non-life threatening illnesses or injuries that require treatment within 24 hours. Things like sprains, minor cuts that need stitches, babies with fevers and complaints such as ear or bladder infections are appropriate for the UPCC. Mental Health and Substance Use Clinicians will also be available seven days a week for walk-in clients of all ages.

#### **Q/ Is the UPCC an emergency department?**

A/ The Urgent and Primary Care Centre is not an emergency department. Anyone with a life-threatening illness or injury, such as chest pains, significant bleeding or loss of consciousness, should call 911 or go to the emergency department at NRGH.