

This holiday season

Health concern?

Call your family doctor or care provider first

Same-day urgent appointments are often available

Trusted health advice?

Call 8-1-1, HealthLinkBC, available 24/7

Urgent medication refill?

Speak with your pharmacist

They can often provide short-term refills and other advice

Check medimap.ca for walk-in clinic and UPCC wait times and hours

Family doctor not available?

If urgent, same-day care is needed, visit an Urgent and Primary Care Centre (UPCC). For info: www.vch.ca/UPCC

Critical or life threatening condition?

Call 911 or go to the nearest emergency room

Request that a copy of your medical reports be sent to your family doctor. To check average ED wait times for your nearest hospital, please visit: www.edwaittimes.ca

HELP YOUR PATIENTS
Choose the right care
at the right place

www.vch.ca/holidaycare

Helpful Holiday Hints

- ✳ Ask your patients to call you first before going to the emergency department
- ✳ Communicate your holiday hours now, such as updating your voicemail, posting signage and talking with your patients
- ✳ Let patients know their options for when your office is closed, including: an after-hours call line; medimap.ca for walk-in and UPCC clinic information; a pharmacist; HealthlinkBC 8-1-1; or Urgent and Primary Care Centres in their area for urgent, same-day care conditions (visit www.vch.ca/UPCC for more information)
- ✳ Remind patients to ask that a copy of their medical reports be sent to you

VCH and PHC Community Services Available Over the Holidays:

Mental health services

- ✳ Access and Assessment Centre: For youth and adults 17 years+ who are experiencing a non-life threatening mental health issue, visit the Segal Centre at 803 W 12th Ave or call 604-675-3700
- ✳ Child and Adolescent Response Team (CART): For school-aged children and youth who are experiencing acute psychiatric or emotional crises, call 604-874-2300

Provincial Mental Health Services:

- ✳ Call 1-800-SUICIDE to connect to a network of crisis lines across BC as well as a dedicated seniors' distress line.
- ✳ Dial 1-800-784-2433 to connect to the B.C. mental health crisis line, 24/7.

- ✳ Rapid Access Addiction Clinic, St. Paul's Hospital: Specialized addiction medicine support with: assessment, withdrawal management, suboxone or methadone induction and stabilization and alcohol relapse prevention. The clinic is open seven days a week, from 9:00 a.m. to 4:00 p.m. Patient drop ins accepted

Community ambulatory and home-based care services

- ✳ VCH Central Intake: For an assessment for home support, home care, assisted living or long-term care services, call 604-263-7377

Palliative care services

- ✳ Palliative Access Line: For an assessment for palliative care services, call 604-263-7255. For physician to physician advice, call 24/7, 604-742-4010, press 2

Substance use services

- ✳ Central Addiction Intake Team: For youth and adults seeking support for addiction issues, call 604-675-2455
- ✳ ACCESS Central: Call centre for adults seeking help to withdraw (detox) from substances, open daily 9:00 a.m. to 7:45 p.m., call Toll Free 1-866-658-1221
- ✳ Substance use Treatment And Response Team (START): For home-based withdrawal management and stabilization, call 604-658-1278

Elderly and home-based supports

- ✳ VCH Central Intake: For an assessment for home support, assisted living or long-term care services, call 604-263-7337

RACE Rapid Access to Consultative Expertise

- ✳ Available 8:00 a.m. to 5:00 p.m. For FP access, call 604-696-2131

Thank you for working in partnership with us and best wishes for a wonderful holiday season