

Did you know there is another option for people on the Need a Family Practice Registry?

There are a number of primary care clinics throughout the Northern Zone that can provide short-term primary medical care for people on the registry that do not have a family doctor or nurse practitioner. Appointments are required.

To find out more about where these clinics are located or how to book, visit: nshealth.ca/primarycareclinics.



To learn more about where you can go for health care, visit nshealth.ca/wheretogoforhealthcare



Not sure where to go for health care advice?

Call 911 for emergencies.

Nova Scotians can **call 811** to speak with a registered nurse for reliable, trusted health advice 24 hours a day, seven days a week.

The **Mental Health and Addictions Provincial Crisis Line** is available 24/7 to anyone experiencing a mental health or addictions crisis or someone concerned about them, by calling 1-888-429-8167 (toll free).

Visit MHAHelpNS.ca for information on support and available mental health and addictions services.

Health information on more than 500 topics is available online at 811.novascotia.ca.

Take advantage of online wellness sessions on healthy living. You can access these by visiting healthynovascotia.ca.

LILLIAN FRASER MEMORIAL HOSPITAL
Urgent Treatment Centre



Where?

Lillian Fraser Memorial Hospital

110 Blair Ave., Tatamagouche

Patients will be seen by appointment only.

Call 902-657-2385 OR visit in person (during hours of operation) to book an appointment.

Summer Hours of Operation*

Monday, Tuesday, Wednesday, Thursday:

8 a.m. — 6 p.m.

Every second weekend:

8 a.m. — 6 p.m.

Closed Fridays and holidays

Closed July 1 - Canada Day

Closed August 7 - Civic Holiday

Closed September 4 - Labour Day

**Hours are subject to change. For up-to-date hours call 902-657-2385 or visit nshealth.ca/temporaryclosures to view our weekly schedule.*

Call 911 if you are experiencing a life-threatening condition.

DO I NEED PRIMARY CARE?

If you have an urgent health concern, your first call should be to your primary care provider (doctor or nurse practitioner). However, there are times when you may not be able to see your primary care provider when you require urgent treatment. You also may not have a primary care provider.

Without a primary care provider?

Add your name to the *Need a Family Practice Registry*, our way of connecting Nova Scotians who do not have a primary care provider with a family practice.

You can add your name to the registry or confirm you are on the registry by visiting needafamilypractice.nshealth.ca or calling 811.

People on the registry are contacted in chronological order when a family practice in their area is accepting new patients.

If you do not have a primary care provider and are registered on the *Need a Family Practice Registry*, *VirtualCareNS* may also be an option for you. For more information see VirtualCareNS.ca.

DO I NEED EMERGENCY CARE?

Patients with serious/potentially life-threatening conditions should immediately call 911.

Call 911 for the following:

- ✓ heart attack/chest pain or tightness
- ✓ major assault
- ✓ major trauma such as loss of limb or laceration
- ✓ new onset of weakness
- ✓ seizure and/or severe head injury
- ✓ severe allergic reaction
- ✓ severe burns
- ✓ severe difficulty breathing or trouble speaking
- ✓ stroke/facial weakness
- ✓ sudden onset of severe headache or confusion
- ✓ unable to wake/unconscious
- ✓ uncontrolled or severe bleeding

North Cumberland Memorial Hospital Collaborative Emergency Centre in Pugwash is open 8 a.m. to 8 p.m. based on physician availability; 8 p.m. to 8 a.m. with a paramedic and a registered nurse. Call 902-243-2521 for information.

Closest emergency departments:
Colchester East Hants Health Centre 600 Abenaki Rd., Truro
Aberdeen Hospital
835 East River Rd., New Glasgow

DO I NEED URGENT CARE?

The *Lillian Fraser Memorial Hospital Urgent Treatment Centre* provides access to care for those with unexpected, but non-life-threatening health concerns with appointments offered the same day or the next day the centre is open. **Patients will be seen by appointment only.**

To book an appointment (or to cancel), call 902-657-2385 or visit in person during hours of operation. Please remember to have your health card and list of medications with you.

Urgent treatment centres offer an alternate level of care for those who do not have a life-threatening medical emergency, but require urgent treatment. They are not the same as emergency departments.

Patients are asked to arrive no more than 15 minutes before their appointment. Due to COVID-19 restrictions, patients must wear a medical mask. There is a fee charged for out of country patients.



Examples of reasons to call or visit the urgent treatment centre (UTC):

- ✓ earaches
- ✓ mild abdominal pain
- ✓ mild asthma
- ✓ mild headaches
- ✓ mild mental health support
- ✓ mild strains/ sprains
- ✓ minor infections
- ✓ minor respiratory issues
- ✓ simple fractures
- ✓ skin and eye irritations
- ✓ small lacerations

We asked you about your experience at the UTC:

"The team was very thorough and provided excellent care and assessment. So thankful to have this service available. A much-needed step forward in receiving care in our community."

"Called this morning and received an appointment this afternoon—same day. Everyone was helpful and attentive, plus pleasant. Less stressful than long waits in outpatients."

In June, we'll be surveying patients to find out what works well in the UTC and what improvements can be made. If you receive a survey from us, please take the time to complete and submit it.