

# Urgent Care Services



NL Health  
Services

Urgent care services are currently available in certain locations across Newfoundland and Labrador.

**In the St. John's metro area:** The Urgent Care Centre (east) at 28 Stavanger Drive is opening on **January 12, 2026**.

Information around the opening date for Urgent Care Centre (west) at 850 Topsail Road, Mount Pearl will be shared with the public once finalized.

## What is urgent care?

- Urgent care refers to the health-care services provided for non-life-threatening conditions that require prompt assessment and treatment by a health-care professional.
- Urgent care bridges the gap between emergency rooms and primary care, offering a different type of care for illnesses or injuries that need quick medical attention but that are not serious enough to require an emergency room visit or immediate hospitalization.

## What are some examples of conditions suitable to seek urgent care?

- Examples of mild to moderate conditions that are appropriate for urgent care include (but are not limited to):



injury assessment (such as sprains, strains and minor breaks);



skin infections, burns and cuts;



respiratory infections with fever, cough and/or shortness of breath;



stomach illness with nausea, vomiting and/or diarrhea; and



urinary tract infections.

## Is the new urgent care centre (east) for both adults and children?

- Yes. Services at the new Urgent Care Centre (east) located at 28 Stavanger Drive in St. John's will be available for both children and adults.

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[NLHealthServices.ca/urgent-care](https://NLHealthServices.ca/urgent-care)



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### **What is the difference between emergency care and urgent care?**

- Emergency care is to treat conditions that require immediate care: Emergency departments are available 24/7 to support patients in emergency situations.
- Patients with a medical emergency who require an ambulance should call 911. Those who feel they have a serious or life-threatening medical problem should proceed to the nearest open emergency.
- Urgent care is to treat conditions that need same day care: Urgent care centres/clinics help patients with unexpected, but non-life-threatening health concerns.

### **What is the difference between primary care and urgent care?**

- Family Care Teams and primary care providers (family doctors or nurse practitioners) can also treat urgent needs and health concerns that are not an emergency. Urgent care centres/clinics provide another opportunity to access care when individuals cannot access a primary care provider (family doctor or nurse practitioner).
- Urgent care is for non-emergency, same day care while primary health care is for health concerns that can wait 24-48 hours.

### **Is urgent care available for people with or without a primary care provider?**

- Yes. Individuals with or without a primary care provider (family doctor or nurse practitioner) can access urgent care.

### **Do ambulances bring patients to urgent care clinics/centres?**

- No. Emergency departments are the only health-care sites that receive ambulances.

### **Where is urgent care available in the province?**

- For the most up-to-date information on urgent care across the province, please visit NL Health Services' website: [NLHealthServices.ca/urgent-care/](https://NLHealthServices.ca/urgent-care/)

#### **Where to go for care (primary, urgent or emergency)**

Individuals who are unsure where to go for care, can call 811 or check NL Health Services' website ([NLHealthServices.ca](https://NLHealthServices.ca)) for more information about the care we offer.

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