

# Urgent Care Services



NL Health  
Services

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

**St. John's metro area:** Urgent Care Centre (east), 28 Stavanger Drive.

- Hours of operation: 8:00 a.m. – 8:00 p.m., seven days a week.
- Who can access services: Children and adults.
- How to access services: Walk-in services and appointments are offered. To book an appointment, text or call 1-855-709-8559 or visit [NLHealthServices.ca/urgent-care](https://NLHealthServices.ca/urgent-care)

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 is for health problems that are not life-threatening but need to be seen quickly 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.

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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.
- Urgent care is not suitable for serious medical problems such as chest pain, breathing problems or stroke or stroke-like symptoms. These conditions, among others, require emergency care. To learn more about emergency care, please visit: [NLHealthServices.ca/emergency-services/](https://NLHealthServices.ca/emergency-services/)

### 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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