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## Care Options/Resources

### ➤ Pathways BC Virtual Care Directory

- North Vancouver clinics/doctors accepting new patients:

[www.pathwaysmedicalcare.ca/?s=North+Vancouver&post\\_types=division](http://www.pathwaysmedicalcare.ca/?s=North+Vancouver&post_types=division)

- For patients outside of North Vancouver, the more general resource (for family doctors accepting new patients) is

[www.PathwaysBCVirtualCare.ca](http://www.PathwaysBCVirtualCare.ca)

This also outlines walk-in/telehealth clinics and many other resources.

- If you don't have internet access, you may **dial 8-1-1** to connect with a **Health Service Navigator** to help with exploring the above options; this is further explained on the next page.

### ➤ Important numbers

The following numbers are worth memorizing:

- **9-1-1**

Dial 9-1-1 without delay if you or someone in your care has chest pains, difficulty breathing, severe bleeding, or other potentially life-threatening emergency.

- **8-1-1**

Call 8-1-1 to connect with a *Health Service Navigator*

- Available 24/7: navigators are there for you, every hour, and every day.

- They can provide you with health information and help you navigate the health care system to find services across the province:

- Mental Health Services
- Alcohol and Drug/Addiction Services (including the BC Take Home Naloxone Program)
- Clinics with extra supports and expertise to help you get well. Examples of such clinics include the following:

- ❖ **Health Connection Clinic**

*“For complex medical, mental health and addictions, and/or socio-economic needs (like housing, income, and access to food).”*

- ❖ **Foundry North Shore (ages 12-24)**

*“Foundry North Shore offers young people 12-24 access to mental health and substance use support, primary care, peer support and social services.”*

211 W. 1st Street, North Vancouver

604-984-5060

foundrynorthshore@vch.ca

- ❖ **Stepping Stones Concurrent Disorders Service**

*“Offers support to individuals experiencing both a mental illness and substance use issue, to stabilize their health and establish a path toward long-term improvements in functioning.”*

145 West 17th Street,

North Vancouver

604-982-5616

❖ **VCH Urgent and Primary Care Centres**

*“Urgent and Primary Care Centres (UPCC) are for people with same-day, non-life-threatening injuries and illnesses when you are unable to see a family doctor or health care provider.”*

***For life-threatening illnesses or injuries, call 911 or go to the Emergency Department to be assessed and treated immediately.***

> **North Vancouver Urgent and Primary Care Centre**

221 West Esplanade, Suite 200, 2nd Floor,  
North Vancouver  
Phone: (604) 973-1600

> **City Centre Urgent Primary Care**

**Centre:** 1290 Hornby Street, Ground  
Floor, Vancouver  
Phone: (604) 416-1811

> **REACH Urgent and Primary Care Centre:**

1145 Commercial Drive,  
Vancouver  
Phone: (604) 216-3138

➤ **Other useful numbers**

▪ **310 Mental Health Support**

310-6789 (no area code needed)

*“for emotional support, information and resources specific to mental health.”*

▪ **1-800-SUICIDE**

1-800-784-2433

*“if you are considering suicide or are concerned about someone who may be.”*

▪ **Kid’s Help Phone**

1-800-668-6868

*“to speak to a professional counsellor, 24 hours a day.”*

▪ **Alcohol & Drug Information and Referral Service**

1-800-663-1441 (toll-free in B.C.) or

604-660-9382 (in the Lower Mainland)

*“...to find resources and support.”*