



SERVICE INTERRUPTION OPTIONS

We recognize the challenges facing health care and the people we serve. We appreciate your patience and understanding, and your support for our dedicated health care providers and staff across the Northern Health region.

**Access a family doctor or nurse practitioner
1-844-645-7811**

Northern BC residents can contact the NH Virtual Primary and Community Care Clinic at 1-844-645-7811 to access a family doctor or nurse practitioner 10 am to 10 pm daily PST (including weekends and statutory holidays).



northernhealth.ca/virtualclinic

**Access FNHA Doctor of the Day
at 1-855-344-3800**

The First Nations Virtual Doctor of the Day program enables Indigenous people and their family members living in BC with limited or no access to their own doctors to make virtual appointments. Contact the FNHA First Nations Virtual Doctor of the Day at 1-855-344-3800 to book a virtual doctor's appointment, seven days per week, 8:30 am to 4:30 pm PST.



fnha.ca/virtualdoctor

Book an appointment to see a pharmacist

Northern BC residents can book an appointment to see a pharmacist or visit a pharmacy for 21 minor ailments and prescription contraceptives.



bookapharmacist.gov.bc.ca/minorail

**NOT SURE?
CALL 8-1-1**

Patients who aren't sure whether their condition would warrant an emergency room visit, or who need less urgent health advice can call HealthLink BC at 8-1-1, or visit HealthLinkBC.ca for non-emergency health information from nurses, dietitians, and pharmacists 24 hours a day, seven days per week.



healthlinkbc.ca/health-services

**EMERGENCY
CALL
9-1-1**

People who need life-threatening emergency care (i.e. chest pains, difficulty breathing, or severe bleeding) should always call 9-1-1. This is because our partners in patient transfer, as well as nearby NH facilities and services, are always notified of both planned and unexpected service interruptions, so we can ensure patients are transported to the nearest available and appropriate facility for their care needs.