



When to go to the Emergency Department or Urgent Care

Emergency Departments always treat the most critically/seriously ill patients first. During the winter months when hospital emergency departments can get very busy, a wise choice may save you time to allow you to spend less time waiting and more time with your loved ones.

When to come to the Emergency Department:

Emergency Departments (ED) treat patients with serious illness or injuries 24-hours a day every day of the year.

At the ED, a doctor or nurse will assess your condition and decide on a course of treatment. Use this option or call 911 when you need emergency care for symptoms like:

- Loss of consciousness
- Persistent, severe chest pain
- Stroke or stroke-like symptoms
- Difficulty breathing
- Pain not relieved by medication
- Confusion

You can check ED wait times on our website at www.bchsys.org.

When to come to The Willett Urgent Care Centre:

An urgent care centre such as The Willett can provide diagnosis and treatment for most injuries and illnesses such as sprains or strains, if you think you may need stitches or have a minor burn that needs treatment. If you are experiencing chest pain or stroke or stroke-like symptoms, **do not come to The Willett – call 911 immediately.**

(Holiday hours below)

The Willett Urgent Care holiday hours are:

Saturday, December 23	10:00 a.m. – 5:30 p.m.
Sunday, December 24	10:00 a.m. – 5:30 p.m.
<i>Christmas Eve</i>	
Monday, December 25	10:00 a.m. – 5:30 p.m.
<i>Christmas Day</i>	
Tuesday, December 26	10:00 a.m. – 9:30 p.m.
<i>Boxing Day</i>	
Wednesday, December 27	10:00 a.m. – 9:30 p.m.
Thursday, December 28	10:00 a.m. – 9:30 p.m.
Friday, December 29	10:00 a.m. – 9:30 p.m.
Saturday, December 30	10:00 a.m. – 5:30 p.m.
Sunday, December 31	10:00 a.m. – 5:30 p.m.
<i>New Year's Eve</i>	
Monday, January 1	10:00 a.m. – 9:30 p.m.
<i>New Year's Day</i>	

You can help by being prepared:

- Ask your doctor's office what back-up coverage they offer or what they recommend when they are closed
- Make sure that everyone in your family has enough of their medications
- Know where the nearest 24-hour pharmacy is located
- Update all emergency telephone numbers and post them in a visible place
- If you do need to come to the Emergency Department or Urgent Care Centre, bring your Ontario health card and any medications you are currently taking or an up-to-date medication list

You also have other options:

- Your family doctor, nurse practitioner or their walk-in clinic
- Grand River Community Health Centre (www.grandriverchc.ca)
- St. Leonard's Community Services Crisis Line (519-759-7188)
- Telehealth Ontario (1-866-797-0000) 24 hours/day, 7 days/week
- Health Care Options website (www.ontario.ca/healthcareoptions)
- Walk-in clinics For a list of walk-in clinics in the Brantford area visit (www.bchsys.org/hospital/patients/find-healthcare-provider)