

## How to access health care in the community

At UVic Student Health Services, our mandate is to see registered students. This means we are unable to see students' family members, staff and faculty or other community members as patients. We recognize that in British Columbia it can be very difficult to find a family physician.

### Here are some strategies to help you access primary health care in the local community:

- If you or your partner have a family physician, consult with them about taking on your other family members as patients.
- Find a walk in clinic located near you and see a consistent doctor there. You will need to inquire about that physician's schedule, either from the physician or the front desk, so you can plan visits accordingly.
- Once you establish a relationship with a physician, request that your/ the patient(s)' medical records be transferred to that clinic.
- Whenever possible, see the same doctor consistently, for continuity of care and so that your medical record is in one place. You can request any tests or results be sent to that doctor.

### Specific Clinics

Note: We do not recommend any specific clinics over others. However some offer booking options that may be convenient. *The information below was accurate as of Summer 2019, please call the clinic to confirm their current booking practices.*

- **Cook Street Medical Clinic** - doors open at 7:00 am for walk in patients only. At 8:00 am online booking opens for the remaining spots, if any. Please call the clinic for further information.  
(250) 220-9999
- Some clinics require you to wait, some may allow you to hold a space and return at your appointment time. A few clinics that may allow you to reserve a spot and return at the appointment time:
  - **Tillicum Medical Clinic**, (250) 381-8112
  - **Saanich Plaza Medical**, (250) 475-1101

- **Uptown Medical Clinic**, inside Walmart (they give you a buzzer which notifies you when you should return to the clinic – you must remain at Uptown). (250) 590-8375

## Resources

- **Medimap** – This online service allows you to look up wait times at nearby walk-in medical clinics to find faster access to care. <https://medimap.ca/>
- **HealthLink BC** - This service can connect you to a health service navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist. **Access by dialing 8-1-1, or 7-1-1 for hearing impaired service.** <https://www.healthlinkbc.ca/>
- **Foundry** – This clinic serves youth aged 12-24 and they offer walk-in primary health care and counselling. <https://foundrybc.ca/victoria/>
- **Island Sexual Health Clinic** – pre-booked appointments available. STI checks, pap smears, IUDS and general sexual health. <https://www.islandsexualhealth.org/>
- **Find a doctor BC** – This online service lists physicians who are accepting new patients in their family practice. Please note: often no doctors are taking on patients however the website is updated if this changes. <https://www.findadoctorbc.ca>
- If your child needs acute emergency care **Victoria General Hospital** is the best hospital to go to; it is the pediatric specialty centre for Victoria and Vancouver Island.  
1 Hospital Way, V8Z 6R5, 250-727-4212

If you are experiencing an emergency, call **911** right away.