

7 NUMBERS

EVERY VANCOUVER SENIOR NEEDS

PERSONAL HEALTH

1

Your doctor's #

When: Office/clinic hours

Why: Your doctor is your health expert. Call if you have an urgent concern you think needs to be seen. Don't have a GP? A walk-in clinic may be a good option. Otherwise, call 8-1-1 for advice.

HOME HEALTH

2

604-263-7377
Vancouver Home Health

When: Monday to Friday 8:30 a.m. - 4:30 p.m..

Why: To find out if you qualify for home support for personal care, home care nursing or rehab, palliative care, day programs for adults or respite services for caregivers.

What: Trained phone staff will identify your needs and refer you to appropriate services. Some services may be free based on income.

MENTAL HEALTH

3

(604) 709-6785
Older Adult Mental Health

When: Monday to Friday 8:30 a.m. - 4:30 p.m.

Why: If you have concerns for yourself or others about mental illness and dementia, behaviour issues, physical or functional decline or substance use and unsure about what to do.

What: Mental Health clinicians will identify your needs, address your concerns and refer you to the appropriate service. A GP referral is required.

TRANSITION SERVICES

4

604-875-4945

When: 7 days/week, 8:30 a.m. - 4:30 p.m.

Why: Transition Services Coordinators (TSCs) facilitate patient discharge planning from acute to community. TST also provides weekend intake for acute and community.

What: TST assess need and eligibility and coordinates discharges for inpatients who require post acute community services upon discharge from hospital utilizing Home is Best philosophy.

COMMUNITY SERVICES

5

2-1-1 (bc211.ca)

When: 7 days/week, 24 hours/day

Why: If you need a service and aren't sure what it's called or where to find it, connect to an Information and Referral Specialist with detailed knowledge of community, social and government services.

HEALTH INFORMATION

6

8-1-1 (healthlinkbc.ca)

When: 7 days/week, 24 hours/day

Why: If you're feeling unwell or have a minor injury and are unsure about what to do. Or if you just have a health question or need advice about a health issue.

What: Health advice from a nurse; nutrition information from a dietitian; advice about drugs and pills from a pharmacist; where to find health services in your community.

EMERGENCY SERVICES

7

9-1-1

When: 7 days/week, 24 hours/day

Why: Any serious emergency. Ambulance attendants will arrive to assess if you need to be transported to the local emergency department.

Vancouver
CoastalHealth

bc211 we can help
in partnership with
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