

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 Coastal Health

bc211 we can help
in partnership with the United Way



HealthLinkBC

