

Where to go for healthcare

People with potentially life-threatening conditions should immediately call 911 or go to their nearest emergency department. The 24-hour mental health crisis line is also available at 1- 888-429-8167. You can also visit mhahelpns.ca for non-urgent information on support and available services.

If you have a health concern, you should contact your family doctor or nurse practitioner first. If they are not available, or you do not have one, there are services ready to help you. The primary care options across the province are listed below and the services in your local community are on the back page.

811

Call 811 to speak with a registered nurse for healthcare advice, 24 hours a day, seven days a week.

Need a Family Practice Registry

The Need a Family Practice Registry connects Nova Scotians who do not have a primary care provider to a family doctor or nurse practitioner. Add your name to the registry at needafamilypractice.nshealth.ca or call 811.

YourHealthNS

A new app to help you to navigate health information, book services and discover care options, easier and faster than ever before, right from your phone or computer. Visit yourhealthns.ca or download from the Google or Apple store.

VirtualCareNS

VirtualCareNS provides all Nova Scotians with access to a primary care provider (doctor or nurse practitioner) online through their computer or mobile device. There is different access available for individuals with a primary care provider and individuals who do not have a primary care provider. For more information, visit virtualcarens.ca.

Primary Care Clinics

Primary Care Clinics provide care for people on the Need a Family Practice Registry. Your Primary Care Clinic team will always work towards getting you the right care, at the right place, at the right time, with the right provider. Depending on your health concern, that may mean an in-person appointment at the clinic. It could also mean your Primary Care Clinic connects you to another health care provider in your community. For more information, please visit primarycareclinics.ca.

Mobile Primary Care Clinics

This is a temporary mobile service to provide primary care for people with mild or moderate health concerns. For more information, visit nshealth.ca/mobileprimarycareclinics.

Pharmacy Primary Care Services

Community Pharmacy Primary Care Clinics offer non-emergency care to all Nova Scotians with a valid health card, providing assessments, prescriptions for conditions like strep throat (over age three), pink eye, UTIs, chronic disease management, and prescription renewals. Appointments are required. To learn more and see a list of locations, visit pans.ns.ca/CPGCC.

Any pharmacist in your community can also assess and prescribe for birth control, UTIs, shingles, and Lyme disease prevention. To find a pharmacy near you, visit pans.ns.ca/find.

Urgent Treatment Centres

Urgent Treatment Centres provide care for non-life-threatening conditions needing urgent attention. They do not accept ambulances and only see patients by appointment. Visit nshealth.ca/urgenttreatmentcentre.

Virtual Urgent Care

Virtual Urgent Care offers a virtual option for people coming to the hospital with urgent, non-life-threatening health issues. It is not a replacement for the emergency department but will be particularly helpful during times when the local emergency department is temporarily closed. For more information, visit nshealth.ca/virtual-urgent-care.

prideHealth

prideHealth works to improve access to safe, coordinated, comprehensive primary health care for people who are part of the 2SLGBTQIA+ community. For more information, visit www.prideHealth.ca.

Nova Scotia Brotherhood and Nova Scotia Sisterhood

Nova Scotia Brotherhood and Nova Scotia Sisterhood are free programs for Black men and Black women to access health care and improve overall health and wellbeing. For more information, visit nshealth.ca/nova-scotia-brotherhood and nshealth.ca/nova-scotia-sisterhood.

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Sydney Primary Care Clinic

What: Care by appointment only for people without a family doctor or nurse practitioner who are referred through VirtualCareNS - Full Care.

When: Hours vary

Where: Membertou Sport and Recreation Centre
-East Entrance, 1200 - 95 Maillard Street

Northside Primary Care Clinic

What: Care by appointment only for people without a family doctor or nurse practitioner who are referred through VirtualCareNS - Full Care.

When: Hours vary

Where: North Sydney Mall, 116 King St., Unit 23B, North Sydney

Glace Bay Primary Care Clinic

What: Care by appointment only for people without a family doctor or nurse practitioner who are referred through VirtualCareNS - Full Care.

When: Hours vary

Where: Senator's Health Centre, 633 Main Street – Suite 301, Glace Bay

Northside Urgent Treatment Centre

What: Care by appointment for any Nova Scotian with unexpected but non-life-threatening health concerns

When: Monday, Tuesday, Thursday, 8:00 a.m. – 7:30 p.m.
Wednesday, Friday, Saturday, 9:00 a.m. – 4:30 p.m.

Where: Northside General Hospital
520 Purves Street, North Sydney

How: Call 902-794-8966 or come to the centre

Victoria County Urgent Treatment Centre

What: Care by appointment for those with unexpected but non-life-threatening health concerns

Who: Those with or without a primary care provider

Where: Victoria County Memorial Hospital
30 Old Margaree Road, Baddeck

When: Every day, 8:00 a.m. – 4:00 p.m.

How: Call 902-295-2983 to book an appointment (no walk-ins)

Well Woman Clinics

What: Offer a variety of health-related services, such as pap screening and health education

Where: New Waterford and North Sydney

How: Call 1-877-794-5427 to book an appointment

After Hours Clinics

New Waterford Consolidated Hospital

What: Provides non-emergency, after-hours care

Who: Those with or without a family doctor or nurse practitioner

Where: New Waterford Consolidated Hospital, 716 King Street, New Waterford

When: Call 902-862-2740 after 4:00 pm on Tuesday or Thursday to make a same-day appointment

Victoria County Collaborative Family Practice

What: Same-day appointments for patients of the Victoria County Collaborative Family Practice with non-urgent health concerns.

When: Tuesday, Wednesday and Thursday, 4 p.m. – 8 p.m.

Where: Victoria County Memorial Hospital 30 Old Margaree Road, Baddeck

How: To book a same-day appointment, call 902-294-0874 between 4 p.m. and 7 p.m. Walk-in appointments are not available.

Virtual Urgent Care

What: A virtual option for any Nova Scotian coming to the hospital with urgent, non-life-threatening health issues.

Where: Glace Bay Hospital

When: Monday, Tuesday and Wednesday from 8 a.m. to 6 p.m. and Thursday from 8 a.m. to 2 p.m. Hours are subject to change.

Youth Health Centres

Youth Health Centres support the health and well-being of high school students in Cape Breton. They provide access to health education, wellness supports, sexual health resources, and connections to community and health services in a safe, youth-friendly environment. **Students can contact their school** to learn more about available supports and how to access services.

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Community Pharmacy Primary Care Clinics

Who: Anyone in the community with or without a family doctor or nurse practitioner

What: Provides assessments, prescriptions for conditions like strep throat (over age three), pink eye, UTIs, chronic disease management, and prescription renewals.

When: By appointment only

Shoppers Drug Mart - Glace Bay

Where: 255 Commercial Street, Glace Bay

How: 902-849-2920 or book online at pans.ns.ca/PPCC

Midtown Pharmasave Pharmacy Clinic

Where: 3435 Plummer Ave, New Waterford

How: 902-862-7188 or book online at pans.ns.ca/PPCC

North Sydney PharmaChoice Pharmacy Clinic

Where: 107 King Street, North Sydney

How: 902-794-4444 or book online at pans.ns.ca/PPCC

The Medicine Shoppe

Where: 288 Welton Street, Unit A, Sydney

How: 902-500-5250 or book online at pans.ns.ca/PPCC

Shoppers Drug Mart

Where: 254 Prince Street, Sydney

How: 902-562-1144 or book online at pans.ns.ca/PPCC

Please Note: Any pharmacist in your community can also assess and prescribe for birth control, UTIs, shingles, and Lyme disease prevention. To find a pharmacy near you, visit pans.ns.ca/find.