

# 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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://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](https://nshealth.ca/nova-scotia-brotherhood) and [nshealth.ca/nova-scotia-sisterhood](https://nshealth.ca/nova-scotia-sisterhood).

# Cape Breton



## 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)

## After Hours Clinic

**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

## 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.

## 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

## 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/CPPCC](https://pans.ns.ca/CPPCC)

### Midtown Pharmasave Pharmacy Clinic

**Where:** 3435 Plummer Ave, New Waterford

**How:** 902-862-7188 or book online at [pans.ns.ca/CPPCC](https://pans.ns.ca/CPPCC)

### North Sydney PharmaChoice Pharmacy Clinic

**Where:** 107 King Street, North Sydney

**How:** 902-794-4444 or book online at [pans.ns.ca/CPPCC](https://pans.ns.ca/CPPCC)

### The Medicine Shoppe

**Where:** 288 Welton Street, Unit A, Sydney

**How:** 902-500-5250 or book online at [pans.ns.ca/CPPCC](https://pans.ns.ca/CPPCC)

### Shoppers Drug Mart

**Where:** 254 Prince Street, Sydney

**How:** 902-562-1144 or book online at [pans.ns.ca/CPPCC](https://pans.ns.ca/CPPCC)

**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](https://pans.ns.ca/find).