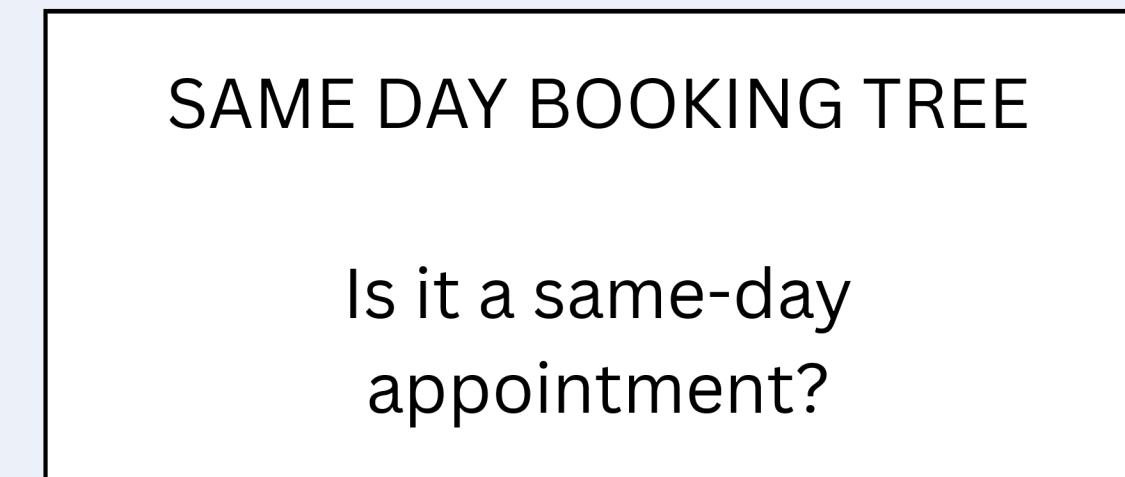




# URGENT ACCESS TO CARE FLOW CHART

<b>EMERGENCY PROBLEMS CALL 911 OR GO TO ER:</b>	
• Major trauma, injuries or burns	• Severe pain
• Head injury	• Unable to urinate
• Overdose or poisoning	• Injured limb/possible fracture
• Chest pain	• Seizure
• Trouble breathing	<b>PREGNANCY EMERGENCY:</b>
• Severe allergic reactions	• Less than 20 weeks → go to ER
• Loss of consciousness	• More than 20 weeks → go to Perinatal Unit
• Suspected stroke	<b>MENTAL HEALTH CRISIS - CALL 988 OR GO TO PYCHIATRIC EMERG AT NRGH</b>
• Unresponsive “floppy” child	



<b>YES, it is!</b>	<b>NO, please schedule patient for a routine MRP</b>
• Ear ache OR acute change in vision or hearing	• Forms/doctors notes
• Sudden or severe rash	• Routine check-ups
• Sore throat (under age 12)	• Non-urgent refills
• Suspected Urinary Tract Infection	• Referrals or second opinions



# URGENT ACCESS TO CARE FLOW CHART

EMERGENCY PROBLEMS CALL 911 OR GO TO ER:	NEARESTS URGENT CARE CENTRE
• Major trauma, injuries or burns	• Severe pain
• Head injury	• Unable to urinate
• Overdose or poisoning	• Injured limb/possible fracture
• Chest pain	• Seizure
• Trouble breathing	• Vision problems/pain
• Severe allergic reactions	<b>PREGNANCY EMERGENCY:</b>
• Loss of consciousness	• Less than 20 weeks → go to ER
• Suspected stroke	• More than 20 weeks → go to Perinatal Unit
• Unresponsive “floppy” child	<b>MENTAL HEALTH CRISIS - CALL 988 OR GO TO PYCHIATRIC EMERG AT NRGH</b>

## SAME DAY BOOKING TREE

MRP  
ROUTINE

MRP SAME-DAY/CROSS COVERAGE

MRP ROUTINE
• Regular Rx
• Routine check-ups and follow ups
• Minor possible skin infections
• Forms/doctor's notes
• Skin/mole changes

## MRP SAME-DAY

• Fever vomiting, diarrhea	• Mild abdominal pain	Worsening pain/Previously seen problem
• Dizziness	• Mild allergic reactions/rashes	Genital symptoms (new)
• Minor injuries/burns	• Post-op concerns	New breast lump
• Sick child	• Headache >48hrs or worsening	RX low/out or missed important medications
• Chest infection	• UTI/STI concerns	
• Acute pain	• Ongoing cough/cold symptoms	

# URGENT ACCESS TO CARE FLOW CHART

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