

Birtle Health Centre is a Transitional Care facility. This means it does not provide **Emergency Department Services** and does not accept walk ins for emergency department medical services. Please read below for further information on where to access these services.

- ***Birtle Health Centre is a Transitional Care Centre. What is a transitional care?***

Transitional care is the care of a patient who does not require 24/7 medical supervision by a physician but still requires some 24/7 nursing care. These types of patients may include; patients who are waiting to be placed in a personal care home, patients who need to be admitted to provide their caregiver with a break (respite care), and patients who are recovering but no longer require the 24/7 medical care only available at acute care sites.

- ***What if I have a heart attack? Or my child hurts themselves?***

In any EMERGENT situation, whether your facility has an emergency department or not, **you should phone 911**. 911 operators will dispatch an ambulance to your location and will provide you with the phone help in dealing with your emergency.

When the ambulance arrives, the ambulance staff (EMS) will be able to provide you with the care you need. EMS staff are trained to assess the level of care (urgency) you require, provide treatment and transport you to the facility nearest your location that is offering emergency room services.

- ***What ambulance costs can I expect?***

Ambulance services in Manitoba are not an insured service. Therefore, you may be responsible for the costs of this service. Prairie Mountain Health makes every attempt to assist residents with payment methods they can afford (i.e. time payments). Individuals are encouraged to consider private insurance coverage (e.g. Blue Cross) to manage the costs of this service.

- ***What if I don't need emergent care but URGENT care for a non-life threatening injury, like if I think I broke my arm or I cut my finger?***

Individuals requiring emergency department services are encouraged to call the Russell Health Centre at 204-773-2125 to determine the nearest open emergency department.

The public can also visit the PMH website at www.prairiemountainhealth.ca (Public Alerts) to view current Suspension of Emergency Department Services notices.

- ***What if I need to see a medical practitioner (Doctor or Nurse Practitioner) for a non-urgent issue – what do I do?***

The Birtle Medical Clinic (204-842-3990) will continue to operate normal working hours. To assist clinic staff and help reduce waiting times, please schedule routine visits (e.g. physicals, prescription renewals) well in advance.

- ***What if I need to see a doctor and can't get an appointment that day?***

If you are unable to get an appointment to see a physician or nurse practitioner the day you require, and your symptoms are not urgent or emergent, you may wish to try to get an appointment in another community.

You can also call **Health Links/Info Santé at 1-888-315-9257** for telephone advice. Health Links / Info Santé provides 24 hours, 7 days a week, telephone information service by Registered Nurses with the knowledge to provide answers over the phone and guide you to the care you need.