

Frequently Asked Questions: Extended Hours Primary Care Clinics

Expanding Access to Primary Care

Extended Hours Primary Care Clinics

We know that getting sick or hurt doesn't just happen from 9 to 5. Extended Hours Primary Care Clinics (EHPCC) are designed to provide quick, convenient, and high-quality care for minor health issues outside of standard clinic hours.

EHPCC are ideal for anyone with pressing medical concerns when your family doctor or health care provider are unavailable. EHPCC are also ideal for anyone who may not have a family doctor. They're open in the evenings, on weekends, and even holidays.

What are Extended Hours Primary Care Clinics?

EHPCC offer primary care services outside regular hours. Just like your family doctor but at times that may work better for you. To learn more about EHPCC visit this [link](#).

Who will I see, and what services are offered?

You'll see doctors, nurses or other health care providers who can treat things like:

- Headaches, earaches, back pain
- Rashes, or skin ailments
- Sore throat, cough, fever
- Nose bleeds
- Sore eyes with redness or infection
- Diarrhea and vomiting or indigestion
- Urinary tract infections
- Frostbite
- Joint swelling
- Breast feeding issues
- Sexually transmitted infections and testing
- Pap tests
- Ongoing management of chronic conditions such as asthma or diabetes

How will these clinics help me?

These clinics are perfect if you or a loved one needs care that isn't an emergency or urgent. They're open in the evenings, on weekends, and even holidays—great for when you can't see your regular doctor or if you currently do not have a family doctor.

Will these clinics replace my family doctor?

No, your family doctor should remain your first point of contact. Your family physician is familiar with you and your medical history which is important when providing care. The EHPCC are an excellent way to supplement that care, giving patients an option if their family doctor is unavailable for a period or if they can't be seen during regular business hours. All care provided by EHPCC will be shared with your family doctor if any follow-up is required which is ideal for patients managing chronic conditions such as diabetes or asthma.

When are the clinics open?

Weekdays (M-F): 5:30 p.m. to 11:30 p.m.

Weekends (Sat-Sun): 1:30 p.m. to 11:30 p.m.

Holidays: Open! Hours will be posted online at myrightcare.ca ahead of the holiday.

What can I expect at the clinic?

The clinics work a lot like your family doctor's or health care provider's office. You can register for same-day appointments online, with a small number of appointments available on a walk-in basis.

Where is the clinic located?

The first clinic will open at [Access Winnipeg West](#), 280 Booth Drive, on September 18, 2024

The clinic is accessed on the main floor to the right of Grace Hospital's main entrance

Can I book online?

Yes, online booking is available at [this link](#).

What if I don't have a family doctor?

It's okay. You will still see a doctor or health care provider to help you.

Do I need to bring my Manitoba Health Card?

Yes, please bring it if you have one. If not, we can still help you.

What if I can't get a same-day appointment?

We aim to see everyone the same day. If there are no available appointments online, there may be walk-in spots available. Appointments for the next day will be made available by midnight.

What if my health issue is more severe than I thought?

If you require more urgent or emergency care we will make sure you are connected with the right kind of care for your needs right away.

Can I get mental health services at the clinic?

Our health care providers can talk with you about your needs and refer you to the right place. If you or someone you know is in crisis, please call the Youth Mental Health Crisis Line (18 and under) at 204-949-4777, the Adult Mental Health Crisis Line (over 18) at 204-940-1781, or visit [Crisis Services | Winnipeg Regional Health Authority \(wrha.mb.ca\)](https://www.wrha.mb.ca/crisis-services) for more support options.

Where can I ask more questions?

Extended Hours Primary Care Clinic general information is available by calling (204) 632-3251. Visit myrightcare.ca for more information. If you are still unsure, a caring medical professional at Health Links – Info Santé (204-788-8200 or toll-free 1-888-315-9257) will help you find the right place to get the care you need.

In an emergency, always call 911 or head to the nearest Emergency Department.