



**MISERICORDIA**  
Health • Centre  
*The future of care*



# Urgent Care Centre

Open 24-7, 365 days of the year | 204-788-8188  
Nearly 41,000 patients annually

When Misericordia's Urgent Care Centre opened in 1998, it was the first of its kind in Canada. Providing 24-hour assessment and treatment, the centre helps members of the community with non-life threatening emergencies who can't see their own family doctor or don't have one.

Staff manages a wide range of health concerns, from cuts that need stitches to babies with high fevers to those living with mental health issues.

The centre provides diagnostic testing such as lab work and X-rays and staff can set and cast broken bones and offer counselling and referral for emotional concerns.

Patients also have access to services such as physiotherapy, occupational therapy, nutrition and pharmacy and respiratory therapy.

## Comfortable Environment

A unique aspect of the centre is its comfortable environment.

The waiting area has a large-screen television, slate brick fireplace and large windows overlooking the Assiniboine River. A children's play area features sofa chairs and toys.

## Free Wireless

The centre also became the first health facility in Winnipeg to offer patients free wireless access to the Internet.

With nearly 41,000 patients each year, the centre plays an important role in reducing visits to local hospital emergency rooms.

"As Chief of Winnipeg's Fire and Paramedic Services, I'm usually part of the team giving help, not receiving it. But thanks to a simple slip on some ice, I found myself turning to Misericordia's Urgent Care Centre for help with a rather nasty fracture of my arm. My experience at Misericordia that day, along with several follow-up appointments, was incredibly positive ... the staff were so friendly, prompt and compassionate."

– Jim Brennan, Urgent Care patient