

## Locations...

### 245 Pelham Road Site (Unit 216):



**Address:** 216-245 Pelham Road  
St. Catharines, ON L2S 1X8  
**905-988-9277**  
**Doctor on call:** Dr. Torigian

### 1338 Fourth Avenue (Suite S221)(UPSTAIRS):



**Address:** 1338 Fourth Avenue  
St. Catharines, ON L2S 0G1  
**289-267-0478**  
**Doctor on call:** Dr. Zammit-Maempel

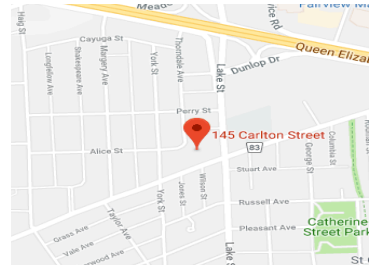
**PATIENTS OF NIAGARA FAMILY HEALTH CENTRE  
(1338 Fourth Ave Main Floor) – TO BOOK A UCC  
APPT. PLEASE CALL YOUR DOCTORS' OFFICE  
DIRECTLY – 905-984-3335**



**NIAGARA  
NORTH**  
Family Health Team

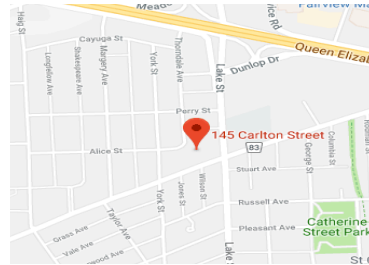
## Locations...

### 145 Carlton Street Site (Unit 7):



**Address:** 7-145 Carlton Street  
St. Catharines, ON L2R 1R5  
**905-988-9617**  
**Doctors on call:** Dr. Buetow, Dr. Scahfer  
Dr. Lejnieks, Dr. Vujosevic

### 145 Carlton Street Site (Unit 6A):



**Address:** 6A-145 Carlton Street  
St. Catharines, ON L2R 1R5  
**905-685-4866**  
**Doctors on call:** Dr. Bayley, Dr. Kolenchenko

### 605 Glenridge Avenue Site:



**Address:** 605 Glenridge Avenue, Unit 9  
St. Catharines, ON L2T 4E6  
**905-685-8700**  
**Doctors on call:** Dr. Harb, Dr. Al-Baldawi

**NIAGARA NORTH FAMILY HEALTH TEAM**

## URGENT CARE CLINIC (UCC)

*Carlton, Glenridge, Pelham Rd,  
Upstairs Fourth Ave Sites*



**CLINIC HOURS:**  
*(BY APPOINTMENT ONLY)*

**Monday – Friday 5pm – 8pm**  
**Saturday & Sunday 9am – 1pm**

**TO BOOK AN APPOINTMENT,  
PLEASE CALL YOUR FAMILY  
DOCTORS' OFFICE.**

**Please note: When calling during UCC clinic hours,  
it may take more rings than usual before your call  
is answered. Please be patient and wait until  
your call is answered by reception.**

**PLEASE DO NOT GO TO A  
WALK IN CLINIC**

## FAQs...

### What is the Urgent Care Clinic?

The Urgent Care Clinic or UCC is a service for patients who require urgent medical attention outside of their family doctor's normal office hours. It is only available to patients of the Niagara North Family Health Team.

- It is not a walk-in-clinic. You must call for an appointment.
- The UCC is NOT intended to replace routine visits with your family doctor!

***The UCC is for ACUTE medical events ONLY. Physicians will not complete forms, prescribe narcotics or address any chronic conditions.***

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### How do I book an appointment?

In order to book UCC appointments, you MUST call your family doctor's office. To book an appointment on a weekday, call as soon as you realize you need assistance, DO NOT wait for the clinic to open at 5pm. To book an appointment on a Saturday call during clinic hours (9am-1pm).

***Please note: When calling during UCC clinic hours, it may take more rings than usual before your call is answered. Please be patient and wait until your call is answered by reception.***

## FAQs...

### Where are Urgent Care clinics held?

The location of the site is determined by the physician on call that day. This means that the clinic will rotate between one of the 5 Sites Located in St. Catharines. When booking UCC appointments, you will be told which site to attend.

*Please note – if you are a patient of the Niagara Family Health Centre (1338 Fourth Ave Suite S100 Main Floor), Niagara-on-the-Lake or Virgil Sites please ensure you call your doctors' office to book an appointment.*

***It is IMPORTANT that patients go to the site communicated to them at the time of booking and not assume that their appointment is at their regular doctor's office.***

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### **IMPORTANT information for Dr. Zammit-Maempel 1338 Fourth Avenue (Suite 221)(UPSTAIRS)Site...**

Be sure to not confuse the Niagara Family Health Centre downstairs with Dr. Zammit-Maempel's office upstairs. Dr. Zammit-Maempel is located in **SUITE 221 UPSTAIRS in the Pathstone Building**. If you mistakenly go to the Niagara Family Health Centre you will be redirected upstairs.

## FAQs...

### Why should I attend Urgent Care Clinics over Walk-in Clinics?

1. Physicians at the Urgent Care Clinic are all part of your doctor's group and have access to your entire health record including your medical history, current medications and any allergies.
  2. Your family physician is charged a penalty when you attend a Walk-in Clinic.
  3. Urgent Care Clinics generally have a shorter waiting time than Walk-in Clinics and you will be given an appointment time.
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### What if I need to see a doctor outside of regular and UCC hours?

The Niagara North Family Health Team-Carlton, Glenridge, Pelham Rd, and Upstairs 4<sup>th</sup> Ave sites offer Urgent Care Clinics and/or regular clinic hours 7 days a week. If you have an urgent medical issue that cannot wait until our next available clinic you should go to the hospital emergency department or call TeleHealth Ontario.

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### Can I still go to the hospital emergency department?

**Yes**, patients of the Niagara North Family Health Team can use the ER for urgent medical issues. In the case of a medical emergency, patients **MUST** go to the ER for medical attention.