

The Bridge Clinic is located at
Raven Song Community Health Centre



Clinic Hours

Monday – Friday 1 – 4 p.m.

Interpreters

on site, or available by appointment

Specialty services are offered by
appointment only. These include:

- > Prenatal services
- > Newcomer Pediatric Health Clinic
- > Chronic disease management
- > Immigration medical examinations
- > Mental health counselling
- > Nutritionist
- > Physiotherapist
- > Respiratory therapist
- > Speech language pathologist

Contact us

Bridge Community Health Clinic is located at
Raven Song Community Health Centre
2450 Ontario Street
Vancouver, BC V5T 4T7

Phone: 604-709-6540
Fax: 604-879-9173

For more copies, email pheM@vch.ca and quote
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the person to whom it was given by the health care team.
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Access by bus

**From the Main Street-Science World
SkyTrain station**, take Bus 3 to Main Street and
Broadway Avenue

From the Broadway SkyTrain station,
take Bus 9 or 99 to Main Street and
Broadway Avenue

From Main and Broadway, walk two blocks west
to Ontario Street and half a block north to Raven
Song Community Health Centre

**BRIDGE COMMUNITY
HEALTH CLINIC**

primary
health
care for
newcomers
to canada

immunization

examinations

education

consultation

screening

Primary health care for newcomers

Since 1994 **Bridge Community Health Clinic** has provided immediate access to primary and preventative health services for refugees (with or without legal status) and new immigrants.

The clinic is open Monday to Friday from 1–4 p.m. and its services include:

- > primary health care
- > screening for infectious and/or chronic diseases
- > immunization
- > chronic disease management
- > pediatric consultation
- > outreach/health education
- > immigration medical examinations
- > mental health services
- > settlement services

The clinic offers a well-trained, experienced team of professionals including: physicians, nurses, interpreters, settlement worker, nutritionist, physiotherapist, respiratory therapist, speech language pathologist, psychologist and psychiatrist.

Bridge Clinic, part of Vancouver Coastal Health, acknowledges the support and commitment of its partners: BC Children's Hospital and BC Women's Hospital and Health Centre, Providence Health Care, Immigrant Services Society of BC and BC Multicultural Health Services Society.

frequently asked questions

> What is primary health care?

Primary health care is your first and most frequent contact with the health system, such as a visit to a doctor, nurse practitioner, physiotherapist or mental health counsellor.

> Who is eligible for health care services at Bridge Clinic?

Anyone who is a refugee, refugee claimant, or a recently arrived immigrant who lacks medical coverage, or their coverage is pending, may access health care services at Bridge Clinic.

> Who is not eligible for health care services at Bridge Clinic?

Someone who has already secured a family physician is not an eligible client, nor are foreign students on student visas, foreign workers, tourists, visitors, independent immigrants and family-sponsored immigrants.

> Is there a fee for the clinic's services?

Services are available at no cost to eligible clients.

> What documentation is required?

For their first visit to the clinic, clients should bring their Interim Federal Health (IFH) papers or a Care Card, as well as personal identification for themselves and family members. If the newcomer does not have any of the above documentation, he or she can still access the clinic's services.

> Is a referral necessary?

A referral is not necessary to access services at Bridge Clinic.

> Are interpreters available?

Yes. On site interpreters are available at the clinic and clinic staff speak a variety of languages. A phone interpretation service is also available. To ensure an interpreter is available for a specific language, please phone ahead and request an interpreter for the desired language.

> Is it necessary to book an appointment?

No, the clinic operates on a drop-in basis from 1 - 4 p.m., Monday to Friday. But an appointment is required to access the clinic's specialty services. These services include: prenatal care, the Newcomer Pediatric Health Clinic, chronic disease management, immigration medical examinations, mental health services, nutritional counselling, physiotherapy, respiratory therapy and speech language pathology.

> What should people do if they can't make their appointment for the clinic's specialty services?

If clients cannot make their scheduled appointment, we ask that they call and cancel their appointment and arrange for another time. We will then be able to give the cancelled appointment to someone else.