

Nursing Care Centres (NCCs)

Connecting You with Home and Community Care Support Services Nursing Care Centres

What are Nursing Care Centres?

Nursing Care Centres (NCCs) are provided by the Home and Community Care Support Services Hamilton Niagara Haldimand Brant for patients and families who need nursing care. Nursing care centres offer people convenient access to care with the built in flexibility to book appointments to suit their individual schedule and routine. Nursing care centres do everything possible to make sure people get their care in a timely manner when it suits them. Typically, there is little or no wait time to receive care or treatment.



Who cares for patients at Nursing Care Centres?

Nurses at nursing care centres may provide a number of services including wound care, infusion or intravenous medications and more. Nurses work with the patient and their physician, to help the patient meet their goals and improve health outcomes. With the patient's permission, the nurse will keep their physician updated on their health issues.

Where are Nursing Care Centres located?

Together with our contracted service provider agencies, Home and Community Care Support Services provides nursing care services at 14 locations throughout the Hamilton Niagara Haldimand Brant region, including Burlington.

Find a Nursing Care Centre near you! Visit hnhbhealth.ca [here](#). Access HNHB Nursing Centre Information [handout here](#).

What kind of care is provided at Nursing Care Centres?

Our clean and safe Nursing care centres provide quick, easy access to specialized nursing services while following strict Infection Prevention and Control protocols. They are stocked with medical supplies and other resources to ensure the delivery of quality nursing care. Nursing care centres operate seven days a week with different hours at each clinic to give people more flexibility and choice in scheduling visits at times that suit them best.

How are Nursing Care Centres different from medical walk-in clinics?

Only people who live within Home and Community Care Support Services HNHB region can receive care at a nursing care centre. As in other Home and Community Care Support Services regions, our nursing care centres are staffed by registered nurses with no physicians onsite. Nursing care centres do not accept walk-in patients – all appointments are scheduled in advance between the patient and nursing care centre.

Can I change or cancel my NCC appointment?

Visits to our nursing care centres are by appointment only. By arriving on time for your scheduled appointment, you will receive your treatment and care without waiting. If you need to change or cancel your appointment, please contact the nursing care centre at least 24 hours in advance.

What you need to bring to your Nursing Care Centre appointment?

Please remember to bring the following with you to your scheduled NCC appointment:

- Your Ontario Health Card
- A list of all medications you are taking to review with the nurse during your first visit
- A family member or friend if you need help with care instructions
- A parent or guardian if you are under the age of 18

**To find out if a nursing care centre is right for you,
contact your care coordinator or our Intake Team
at 1-800-810-0000.**