

primary cares

News & updates from the Calgary Zone



The Calgary Zone webinar is back!

The popular Calgary Zone webinar series hosted by Dr. Rick Ward and Dr. Christine Luelo returns next week with a focus on fracture referrals.

On Monday, March 13, from 6–8 p.m., Dr. Jason Werle will offer his expertise on how to solve the puzzle of managing and referring orthopedic fractures. Other topics featured in the webinar include opioid management and a new alcohol use disorder pathway.

This webinar was originally scheduled for January. Those who pre-registered for the January webinar are automatically registered for the rescheduled date. [Register](#).

Spine referrals and patient fees

Some spine referrals processed through the new centralized referral system are being directed to a clinic that requires patients to pay for an initial assessment.

The Caleo Health clinic uses therapists including chiropractors and physiotherapists to create management plans for patients, which often result in them not seeing a surgeon. Patients have the option of either paying the fee or facing a wait – sometimes more than 24 months – to see a surgeon. Referring physicians have a couple of options when referring spine patients via Facilitated Access to Specialist Treatment (FAST) in the Calgary Zone:

- Inform the patient that a fee may be charged if they are referred to Caleo, and they have the option of declining.
- Specify on the referral that Foothills Medical Centre spine surgeons should see the patient. The waitlist is also long, and referrals may be declined if referral reason is not surgical.

All adult referrals for urology and non-urgent adult referrals for orthopaedics and spine – excluding oncological orthopaedics – should continue to be faxed to 1-833-627-7023. Efforts are being made at the provincial level to develop other pathways that will mean patients can get intermediate advice and care that is non-surgical, rather than having a long wait or no care plan.

[More information](#).

Centre for child and adolescent mental health

A new centre for child and adolescent mental is set to open its doors on Monday, March 13.

The Summit: Marian & Jim Sinneave Centre for Youth Resilience, at 1015 17 Street NW, offers mental health services for young people up to the age of 18. Programs including walk-in services, family treatment and a day hospital. The facility is a partnership between AHS and the Alberta Children's Hospital Foundation.

[More information.](#)

Lab ordering, swab changes

An [ordering guide](#) is available for physicians interested in using DynaLIFE's new online supply ordering portal.

All medical supplies for in-clinic collections will be ordered through the portal and delivered directly to clinics. [More information](#). Login credentials were sent by mail. If you or your clinic have not received a login, please email supply.order@dynalife.ca.

All acute care and community locations in the Calgary Zone will start to replace red-top Amies swabs with ES swabs. All red-top swabs will continue to be processed and tested until the transition is complete. The new swabs can be ordered through the [physician supply portal](#). [Read the memo](#). Please also note the following:

- Wait times for individual labs can be seen on the [DynaLIFE website](#) under "patients/location"
 - Booking a patient for time-sensitive appointments: Call 1-877-702-4486 and press #7
 - The DynaLIFE [physician hub](#) details changes for community providers
 - Physicians/clinics that need more information about a patient's test order can call 1-800-661-9876 and press #2 for Calgary Zone
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Imaging reports available to public

Patients will soon be able to access diagnostic imaging reports via [MyHealth Records](#).

Effective Monday, March 20, the same reports available in Netcare in the diagnostic imaging folder will be accessible via [MyAHS Connect](#). Reports will not be available retroactively prior to the start date of March 20.

[More information.](#)

Reminder: Specialist Link survey

If you've used Specialist Link for tele-advice, pathways or other resources, we'd love to hear from you. By completing our [brief survey](#) – which takes about 10 minutes – you can help us plan for the future of this popular program.

The survey, which is anonymous, is open to family physicians, specialists, nurse practitioners and health team members. Remuneration is not available but if you're passionate about improving Specialist Link, we'd love to get your feedback. [Take the survey](#).

Pain rounds: Indigenous pain

Guest speakers Teresa Magiskan and Arrow Big Smoke will co-host the latest installment of the Primary Care Pain Rounds series, a webinar on *Pain in Indigenous People (an ongoing reconciliation approach)*.

On Wednesday, March 15, from 5:30–6:45 p.m., participants will learn how to use the medicine wheel framework to co-create a biopsychosocial treatment plan with an Indigenous patient, as well as how to adapt office practices to build trust. [Register](#).

Quick links

Social determinants of health webinar

On Tuesday, March 14, at noon, AHS is hosting a webinar on the social determinants of health. It is titled *What Matters? Working Together to Address the Biggest Factors Impacting Health*. [Register](#).

Reminder: Connect Care webinar

On Wednesday, March 15, at either 8 a.m. or 4 p.m., you can tune in to *Connect Care: A Primary Care Primer*. Register for the [8 a.m. session](#), or the [4 p.m. session](#).

Practice efficiencies via technology, processes

On Thursday, March 23, from 12:30–1 p.m., Calgary West Central PCN is hosting a webinar on *Identifying Key Metrics for Streamlining Operations*. It is open to all PCN member physicians in the Calgary Zone. [Register](#).