

primary cares

News & updates from the Calgary Zone



Navigation program helps 1,000 patients

An innovative navigation program that connects patients being discharged from Calgary's four urban hospitals with follow-up care and support has passed a major milestone.

The Calgary Zone's navigation coordinator program, launched in July 2024, recently completed its 1,000th request for follow-up care. The service, coordinated by a nurse navigator in partnership with Calgary-area PCNs, offers a single-entry point for acute care to connect patients requiring post-discharge care with PCN or community services.

"The navigation program is a great example of acute care and primary care working together to provide seamless care to patients as they transition from hospital to home," said program manager Joe Kwan. "The program is continuing to evolve, and we are exploring expansion to support other populations, such as pediatrics."

The navigation coordination program began as a pilot with six acute care units and has now scaled across all units in the four urban hospitals. An initial manual process was replaced with an electronic system in August 2025 that utilizes Connect Care to process requests.

Patients who consent to being part of the program are contacted by a coordinator to better understand their needs and how to link them to services, which could include follow-up with a provider, connections to PCN programs or teams, links to community services or attachment to a family doctor or nurse practitioner. Ninety per cent of patients are contacted within seven days of discharge, and satisfaction surveys show 91 per cent of patients felt the coordinator recommended the most appropriate resources to a "large or extremely large degree."

The navigation coordination program is part of the Calgary Zone's coordinated attachment hub, which connects residents with physicians or nurse practitioners as part of the Alberta Find a Provider "Help Me" service. For more information, contact joe.kwan@calgaryareapcns.ca.

Reminder: Updated iron deficiency anemia pathway

The Calgary Zone's iron deficiency anemia (IDA) pathway, available via [Specialist Link](#), has been updated to reflect current evidence and provide additional guidance for clinicians managing patients with anemia.

[Review the pathway.](#)

Lab bulletins

HIV testing

HIV-1 Viral Load (quantitative) and HIV NAT (qualitative) testing are being transitioned from the Abbott m2000 platform to the Hologic Panther Aptima Quant Assay at the Public Health Laboratory, Edmonton. HIV-1 viral load testing at the Public Health Laboratory in Calgary was also transitioned to the Hologic Panther Aptima Quant Assay. [Read the lab bulletin.](#)

Quick links

Screening and prevention in women's cardiovascular care

On Wednesday, March 18, from 7–8:30 p.m., Calgary West Central PCN is hosting a webinar on *Heart Health for Her: Cardiovascular Health and Prevention*. It is open to all PCN member physicians. [Register.](#)

PCN Pain Rounds

On Thursday, March 19, from 5:30–7 p.m., join speakers Cara Nania and Dr. Carly McMorris for the latest PCN Pain Rounds webinar on *Neurodiversity and Pain Part 2: Overlapping Pain and ADHD*. [Register.](#)

CanREACH cohorts

The 2026 CanREACH Mini-Fellowship Program is offering two virtual cohorts in 2026 (April and October), with space for up to 50 participants per cohort. [More information.](#)

Nutrition webinar

On Tuesday, March 10, from 1–2 p.m., join a webinar on *Nutrition Transitions That Work*. [Register.](#)

AI webinar

On Tuesday, March 10, from 7–8:15 p.m., the Alberta Medical Association's Accelerating Change Transformation Team (ACTT) is hosting the latest installment of its Digital Health Innovation series, titled *AI Innovators*. [Register.](#)

Choosing Wisely: Pharmacy

On Wednesday, March 11, at 10 a.m., join Choosing Wisely Talks for a discussion about pharmacists' role in reducing unnecessary and potentially harmful medication use. [Register.](#)

Transitions in care

On Tuesday, March 17 from noon–1 p.m., the next Transitions in Care Talk in the series focuses on effective approaches for supporting patients with complex medical and social needs through integrated care models. [Register.](#)

Chronic pain and primary care

On Wednesday, March 18, at 6 p.m., join a discussion about what chronic pain looks like for young people and their families, how pain can occur across generations and why quality care matters. [Register](#).

Webinar: Immunization advocacy, policy

On Wednesday, March 18, from 2–3 p.m., take part in a virtual session on strengthening immunization advocacy and policy across the province. [Register](#).

Chronic disease management

On Thursday, March 19, from 8:30 a.m.–noon, join Primary Care Alberta’s workshop on improving the patient experience when managing chronic disease. For more information and to register, contact CDM.ProviderTraining1@primarycarealberta.ca.

PIIP webinar

On Thursday, March 19, from 6–7:30 p.m., ACTT is hosting a Physician Practice Improvement Program webinar that seeks to explore the relationship between burnout and medical culture. [Register](#).

WCB webinar

On Friday, March 21, at 8 a.m., join WCB Alberta for its 11th annual conference for community clinicians. The event is virtual and requires pre-registration. [Register](#).

Kidney post-donation care

On Friday, April 17, at 9 a.m., a virtual consensus conference will be held on *Post-Donation Care of Living Kidney Donors*. [Register](#).

Cancer Care Alberta workshop

On Saturday, April 18, from 8:30 a.m.–4:45 p.m., the 15th annual *Strengthening Linkages* workshop will be held virtually. Family physician credits will be available. [More information](#).

Team-based care workshop

Starting Tuesday, April 21, from 9 a.m.–noon and continuing on Tuesday, April 28 at the same time, join the collaborative practice training program *Tides of Teamwork*. For more information and to register, contact CDM.ProviderTraining1@primarycarealberta.ca.

Addiction medicine registry

A 16-week University of Alberta Enhanced Skills in Addiction Medicine program for family physicians launches this summer. Applications are due by Monday, March 23. [More information](#).

Reminder: Growth chart updates

AHS’s Childhood Growth Chart training modules have been updated to align with the current [Childhood Growth Monitoring Guidance](#). [Modules](#) and [handouts](#) are available.