

PRIMARY CARE ACCESS TO PALLIATIVE CARE

NON-URGENT ADVICE

Contact Specialist LINK or make an eReferral Advice Request



Local: **403.910.2551** | Toll free: **1.844.962.5456 (LINK)**
specialistlink.ca

Get a call-back within **one hour!**

✓ *Clinical advice* ✓ *Confidence* ✓ *Clarity* ✓ *Conversation* ✓ *Collaboration*

*For assistance with chronic non-cancer pain, consider Specialist LINK chronic pain or referral to chronic pain clinic

Log into Alberta Netcare and submit your questions electronically

albertanetcare.ca/ereferral.htm

Get a response within **five calendar days!**

✓ *Supports patients* ✓ *Secure* ✓ *Specialty-specific* ✓ *Submit online*



PALLIATIVE CARE ROUTINE OPTIONS



- ✓ **Palliative care consult service** (contact within 7 days); e.g. symptom management, hospice placement
 - Community (urban): **403.943.2304** | Fax: **403.270.9652**
 - Rural: **403.995.2714** | Fax: **403.776.3841**
 - Facility living: **403.943.0251** | Fax: **403.943.0231**
- ✓ **Palliative care in the home, Community Care Access** (contact within 1-7 business days, depending on urgency). Call **403.943.1920** or toll-free **1.888.943.1920** | Fax: **403.943.1602**
 - Urban community: Palliative home care team provides care
 - Rural community: Integrated home care team provides care

URGENT PALLIATIVE CARE CHOICES



- ✓ **Urgent phone advice** or to reach on-call palliative care physician:
Call RAAPID at **403.944.4486** or **1.800.661.1700** (when urgent pain or symptom management recommendations are needed)

EMERGENCY PALLIATIVE CARE CHOICES



- ✓ Emergency phone advice: Call RAAPID at **403.944.4486** or **1.800.661.1700**
- ✓ Call **911** for:
 - EMS Palliative and End of Life Care Assess, Treat and Refer Program. Follow script: "I require EMS assistance for palliative or end of life care patient. I would like to request the EMS palliative end of life assess, treat and refer program."
 - Emergency transportation to hospital