

Quick Reference To Basic Health Care Resources In Calgary, Alberta

Alberta Health Care Insurance

You need a health care card to get government paid health care services.

- Visit a registry to apply: www.health.alberta.ca/AHCIP/registration-locations.html
- Toll-free 403-310-0000 then 780-427-1432
- www.health.alberta.ca

Alberta Blue Cross **Non-Group** Coverage

An extended health benefits for individuals or families offering protection against the high cost of unexpected illness, accidents or medical conditions. Government subsidies are available for low income families.

- Call 403-234-9666 in Calgary and area
- www.ab.bluecross.ca
- www.health.alberta.ca (with subsidies)

Alberta Blue Cross **Seniors** Coverage

Premium free coverage for seniors is available to all Albertans 65 years of age and older and their dependants. This coverage does not cover travel insurance, dental and optical. For more information on coverage, contact Alberta Health and Wellness.

- Toll free 403-310-0000 then 780-427-1432
- www.health.alberta.ca
- Email health.ahcipmail@gov.ab.ca

Doctors -- Family Doctors

In Alberta, medical doctors are either family doctors or specialists. Family doctors treat most medical problems and you need to make an appointment. Usually you need to be referred by a family doctor to see a specialist.

- Go to www.albertahealthservices.ca and click on 'Doctor'
- Find a family doctor: Call 811
- Web search www.cpsa.ca
- Web registry or search www.albertafindadoctor.ca

Doctors -- After Hours Clinics

An After Hours Clinic is one of the services available to be seen by a doctor after regular hours or on weekends. If you have symptoms that do not require an emergency room visit, call 811. A nurse will assess your condition and refer you to an After Hours clinic and if a doctor's visit is required. One of the clinics will call you with a same day appointment.

- Call 811

Doctors -- Walk-In Clinics

When your family doctor is not available to give you care, you can see a Walk-In Clinic doctor without making an appointment.

- Find a Walk-In Clinic: look under "Clinics" at www.yellowpages.ca
- Call 811

Doctors -- Urgent Care Centres

People have unexpected but not life-threatening health concerns that need to be treated on the same day can go to an Urgent Care Centre. Health concerns include broken bones, muscle sprains, asthma, pain and infections. Both adults and children can be treated at any Urgent Care Centre. You do not need an appointment.

Sheldon M. Chumir Health Centre 403- 955- 6200 1213 – 4 th Street SW Hours: 24 hours a day; 7 days a week	South Calgary Health Centre 403-943-9300 31 Sunpark Plaza SE Hours: 8am – 10pm; 7 days a week
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- For Urgent Care Centres in other areas: 811
- www.ahs.ca

Doctors -- Emergency Departments/Hospitals

People are admitted to hospital only if they are referred by a family doctor, a specialist or an emergency department (ER) doctor. You go to an ER when you are at risk of life-threatening health problems.

- Call an ambulance to get to ER: 911

Foothills Medical Centre 1403-29 Street NW 403-944-1110	Peter Lougheed Centre 3500-26 Ave NE 403-943-4555	South Health Campus 4448 Front Street SE 403-956-1111
Rockyview General Hospital 7007-14 Street SW 403-943-3000	Alberta Children's Hospital 2888 Shaganappi Trail NW 403-955-7211	

Health Benefit -- Alberta **Child** Health Benefit

An extended government paid health benefit for **children** in low income families.

- Toll-free: 1-877-469-5437
- <http://humanservices.alberta.ca/financial-support/2076.html>

Health Benefit -- Alberta **Adult** Health Benefit

An extended government paid health benefit for **adults** (pregnant women or people with ongoing prescription drug needs) with low income.

- Toll-free: 1-877-469-5437
- <http://humanservices.alberta.ca/financial-support/2085.html>

Health Care Interpreters (Over-The-Phone) -- Alberta Health Services

Assist patients and families in Alberta Health Services' hospitals, community health centres or when receiving home care in Calgary. The service is free to patients and families. You will need to ask your health care providers to arrange this service for you.

Health Information, Health Programs And Nurse Advice -- 811

Free 24 hour telephone health information, services and nurse advice with interpretation.

- Call 811

Health Programs / Services And Health Topics -- Alberta Health Services

Find information of many health services, facilities, and health topics.

- Health services and facilities www.ahs.ca
- Health topics in English: <https://myhealth.alberta.ca/Pages/default.aspx>

Injury Prevention -- Seat Belt And Child Safety Seat

In Alberta, all drivers and passengers must use an appropriate seat belt or child safety seat. The seat belt or child safety seat must be used correctly. Drivers are responsible to ensure passengers under the age of 16 are properly secured in seat belts or child safety seats.

- <http://albertaseatbelts.ca/>
- <http://www.parachutecanada.org/safekidscanada>

Mental / Emotional Health -- Access Mental Health

Free telephone mental health information and service referrals with interpretation.

- Calgary: 403-943-1500
- Email: mental.health@albertahealthservices.ca
- Hours: Monday to Friday, 8:00am – 5:00pm

Mental / Emotional Health -- Mental Health 24 Hour Help Line

Staffed 24/7 by health professionals, the Mental Health Help Line provides: crisis intervention, information on mental health programs and services, and referral to other agencies where appropriate. This confidential, anonymous service is available to all Albertans with interpretation.

- Alberta : 1-877-303-2642

Mental / Emotional Health -- Addiction Services 24 Hour Help Line

If you are concerned about your own drug or alcohol use, or the drug and/or alcohol use of a friend or loved one, or would simply like more information on drug and drug use, contact the Addiction Services 24 Hour Helpline with Interpretation.

- Alberta : 1-866-332-2322

Mental / Emotional Health -- Crisis Phone Line

Distress Centre offers free 24-hour crisis intervention, professional counselling and referral services to help you overcome crisis with interpretation. No matter it's the stress of a new job, struggling with drugs or getting over a recent break-up, there are volunteers and professional staff when you need someone to talk to.

- Distress Centre Calgary: 403-266-4357

Oral Health Assistance Programs

Oral health assistance programs / benefits are available for Albertans who are in financial needs.

- Free Fluoride Applications for eligible 12-35 months old
Calgary Toll Free: 1-855-943-1300

- Alberta **Child** Health Benefits
<http://humanservices.alberta.ca/financial-support/2076.html>
- Alberta **Adult** Health Benefits
<http://humanservices.alberta.ca/financial-support/2085.html>
- AHS Dental Care for People in Financial Need- **brochure and form**
<http://www.albertahealthservices.ca/frm-19284.pdf>
- Dental and Optical Assistance Program for **Seniors-brochure and form**
<http://www.seniors-housing.alberta.ca>

Pharmacists

Pharmacists offer a wide range of services including:

- renew your prescription, notify your original prescriber (e.g. family doctors)
- assess symptoms of minor conditions, some pharmacists can now prescribe
- review your medications to ensure all the medications you are taking are necessary and dosages are appropriate
- advise you on non-prescription and natural health products (such as herbal remedies)
- monitor and help manage chronic conditions such as diabetes, asthma, or high blood pressure
- design weight loss and smoking cessation programs
- to find a pharmacist, go to a drug store or visit the pharmacy department of a big supermarket
- or visit www.yellowpages.ca and search for “Pharmacies”

Pregnancy Services and Programs

- Find a perinatal class (pregnancy, parenting...) <http://www.birthandbabies.com>
- Pregnancy services for low income families or teen mothers, check the Best Beginning program <http://www.birthandbabies.com/best-beginning-program> 403-228-8221
- Find a midwife with the Alberta Association of Midwives <http://www.alberta-midwives.com>
- New parent email subscription – 811 provides health information to new parents about their child’s growth and development as well as common health concerns. If you have a child between 0 and 18 months and would like to sign-up for this free new parent email subscription call 811 or email healthlinkalberta@ahs.ca

Travel Insurance

Health care expenses out of Canada can be higher than benefit rates in Alberta. It is highly recommended to get travel insurance coverage to pay the difference and cover those that are not covered by Alberta Health Care Insurance. Find out more information from your company benefit plans, Blue Cross, your banks, travel agents, life insurance agents, credit card companies, or

- Canadian Life and Health Insurance Association 1 800 268 8099
- www.clhia.ca