

Culture of Canadian Health System

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
- Will grant one time 3 months extension while waiting for a new visa if called BEFORE current visa expires

Adults make health care decisions

- Tell doctors your health problems
- Ask questions if not sure
- Ask doctors of care choices/risks
- Be part of the healthcare team
- **Make health care decisions**

Doctor's duties

- Examine patients
- Answer patients' questions
- Tell patients the diagnosis
- Provide care/treatment choices
- **Respect patients' health care decisions**
- **Keep patients' information confidential**

Adults make health care decisions

- Personal directives

Emergency departments:

- Treat **life threatening** health problems
- Sickest patients are seen first

System with family doctors

- Annual check-up
- Detect growth/development
- Order medical tests
- Follow up with early pregnancy

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- Nutrition advice on bone & growth
- Provide diagnosis
- Prescribe medicine
- **Refer to specialists**
- Follow up with treatments

Find a family doctor

- Albertafindadoctor.ca for clinics near you
- www.cpsa.ca for searching for language – advanced search

Canadian values

- Respect privacy / confidentiality
- Make appointment
- Show up on time
- Follow cancellation policy
- Respect nurses
- Zero tolerance to abuse
- Welcome compliments / concerns

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- Nurse advice/health information/nutrition questions/program access
- Confidential and interpretation available

Interpreters

- At any Alberta Health Services sites
- Free and confidential
- Over 240 languages

Other resources:

- Translated Health Information <http://diversitycalgary.ca/>
- Alberta Health Services Website www.ahs.ca