



## **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](http://www.health.alberta.ca/AHCIP/registration-locations.html)
- Toll-free 403-310-0000 then 780-427-1432, [www.health.alberta.ca](http://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**

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

### **Find a family doctor**

- [Albertafindadoctor.ca](http://Albertafindadoctor.ca) for clinics near you

### **Canadian values**

- Respect privacy / confidentiality



## Primary Care Alberta

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

### 811

- Nurse advice/health information/nutrition questions/program access
- Confidential and interpretation available
- Access to after hour clinics and virtual doctor services

### 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](http://www.ahs.ca)