

Your Health Care Choices in Calgary & Area

811 Health Advice

- Health Information, Programs and Services
- Nurse, dietitian, doctor services over the phone
- 24/7, Free & Confidential, Interpretation available
- Can refer to the **After-Hours Clinics / Virtual Doctor Service** depending on availability and cases.
- **Health information chat in real time** with 811 nurses, call back option available, 8am – 4:15pm.

After Hours Clinic

- 4 clinics in Calgary (NE/NW/SE/SW)
- Must call Health Link 811 first and then get a referral
- *Care determined by the nurse
- Minor pressing health needs (ex. Infection)
- Records sent back to your family doctor

Family Doctor

- Annual check-up
- Give advice & prevent illnesses
- Connecting with other doctors
- May have a nurse practitioner as your care provider
- How to find one: Search for one near an address on <https://albertafindaprovider.ca>

Walk-In Clinic

- See a doctor when my family doctor is not available
- First come, first served
- Call 811 to find one / search online to find one
- Walk-in clinic visits cannot replace family doctor's services
- Only use when it is a minor concern (stitches, prescription refill, etc.)

Pharmacists

- Always go to the same pharmacy
- Renew your prescription for current, ongoing therapy, and review your dosage
- Assess cold/cough symptoms and offer treatment
- Help you with over-the-counter medications, and give advice on vitamins/natural health products

Urgent Care Centre

- Minor emergency services (broken bones, stitches, infections)
- No appointment needed
- The sickest people are seen first

In Calgary,

- **Sheldon M. Chumir Health Centre**, 1213, 4 Street SW, Calgary, Open **24/7**
- **South Calgary Health Centre**, 31 Sunpark Plaza SE, Calgary, Open 8 am to 8 pm, 365 days a year

Surrounding Calgary,

- **Airdrie Community Health Centre**, 604 Main Street S. Airdrie, Open **24/7**
- **Cochrane Community Health Centre**, 60 Grande Boulevard, Cochrane, Open 8 am to 10 pm, 365 days a year
- **Okotoks Health and Wellness Centre**, 11 Cimarron Common, Okotoks, Open 8 am to 10 pm, 365 days a year
- For rural Alberta, call 811 to find an urgent care centre near your area.

Emergency Department Services in Hospitals

- Ambulance by calling 911
- The sickest people are seen first
- Life-threatening medical problems
- **Alberta Children's Hospital**, 2888 Shaganappi Trail NW, Calgary, 403-955-7211, from birth to 18 yrs
- **Foothills Medical Centre**, 1403 29 Street NW, Calgary, 403-944-1110
- **Peter Lougheed Centre**, 3500 26 Avenue NE, Calgary, 403-943-4555
- **Rockyview General Hospital**, 7007 14 Street SW, Calgary, 403-943-3000
- **South Health Campus**, 4448 Front Street SE, Calgary, 403-956-1111
- To find hospitals/emergencies around your area, please call 811.

Other Health Resources

My Health Alberta

- Government secure website
- Immunization records
- Medication list & Lab test results
- <https://myhealth.alberta.ca/myhealthrecords>

TELUS Health MyCare App

- It can only be used on a mobile phone (Apple or Android)
- Symptom checker
- Video Chat meeting with a medical doctor (virtual walk-in clinic, need to book an appointment)
- Get a prescription or referral
- Free (AHC coverage, AB, BC and ON only), hours vary.
- You can get the record sent to my family doctor
- There are other services that are **not free** (dietician/counseling, etc.)

Update 'Out of Alberta' Immunization records

- Only submit if: child is in grade 9 or younger, you have an appointment with public health, immunization received outside of Alberta
- Submit online (<https://irssp.albertahealthservices.ca>) or in person at a community health centre

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

- Over-the-phone/zoom/video-chat interpretation (depends on availability)
- 24/7, in 240+ languages. Ask a staff, confidential and free

Resources

- <http://diversitycalgary.ca/> translated health information in multiple languages. Plain English health information and resources in one place.
- <https://myhealth.alberta.ca/topic/immunization/pages/default.aspx> to learn more about different types of vaccines available in Alberta and what it means to you.
- <http://diversitycalgary.ca/yhc> for all the contents in this handout.