

## Getting Health Care When You Are Sick

### Quick reference for Calgary and area

Participant's copy

#### 811

811 is a 24-hour nurse advice and health information telephone service. You can call 811 to get information about health concerns that you have. It is operated by nurses and information specialists. You can press 1 on your phone to speak to an information specialist to find the health services within your area or press 2 to speak to a nurse for any health advice. It is a free service available 24 hours per day, seven days a week. 811 is available to the whole province of Alberta.

- **811**

#### Family Doctor

A family doctor (general practitioner) offers services such as annual check-ups, monitoring of the growth and development of your children, giving prescriptions, and ordering tests such as mammograms, Pap tests, bone density tests, X-ray, blood tests, referring you to a specialist etc. Therefore, it is a good idea to have a family doctor for yourself and your family.

To find a family doctor who takes new patients you can:

- Call 811
- Register or search [albertafindadoctor.ca](http://albertafindadoctor.ca)
- Or look for one on the College of Physicians and Surgeons of Alberta Website [www.cpsa.ca](http://www.cpsa.ca)

#### Walk-In Clinic

If you do not have a family doctor or your family doctor is not available, you can go to a Walk-In Clinic. Walk-In means you do not need to make an appointment. The doctor will see you on a first come, first serve basis. Walk-In Clinics are not meant to replace your family doctor.

To find a Walk-In Clinic you can:

- Call 811
- Look up "Clinics" at [www.yellowpages.ca](http://www.yellowpages.ca)

#### After Hours Clinic

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 triage nurse will assess your condition and if a doctor's visit is required, the 811 nurse will refer you to an After Hours clinic. One of the clinics will call you with a same day appointment.

#### Urgent Care Centre

An Urgent Care Centre is a medical centre for people who have unexpected but not life-threatening health concerns that need to be treated on the same day they came. These 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**
  - 1213, 4 Street SW, Calgary, Alberta, T2R 0X7
  - 403-955-6200. Open 24 hours a day, 7 days a week

- **South Calgary Health Centre**
  - 31 Sunpark Plaza SE, Calgary, Alberta, T2X 3W5
  - 403-943-9300. Open from 8 am to 10 pm 7 days a week

### **Emergency Department Services In Hospitals**

People with life-threatening or possible life-threatening conditions should go to the Emergency Department at a hospital right away or call 911 for ambulance services. Emergency Departments offer 24-hour medical care 7 days a week for everyone. Sickest patients are seen first.

- **Alberta Children's Hospital**
  - 2888 Shaganappi Trail NW, Calgary, Alberta, T3B 6A8
  - 403-955-7211
  - For children from birth to 18 years old
- **Foothills Medical Centre**
  - 1403 29 Street NW, Calgary, Alberta, T2N 2T9
  - 403-944-1110
- **Peter Lougheed Centre**
  - 3500 26 Avenue NE, Calgary, Alberta, T1Y 6J4
  - 403-943-4555
- **Rockyview General Hospital**
  - 7007 14 Street SW, Calgary, Alberta, T2V 1P9
  - 403-943-3000
- **South Health Campus**
  - 4448 Front Street SE, Calgary, Alberta, T3M 1M4
  - 403-956-1111

Alberta Health Services Website has a Calgary Emergency Departments Wait Times section which shows the estimated wait times for Calgary Emergency Departments as well as the urgent care centres. This wait time reflects an estimate of how long it will take from the time you are assessed by a nurse in the emergency department until you are seen by a physician.

[www.albertahealthservices.ca/4770.asp](http://www.albertahealthservices.ca/4770.asp)

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

Assist patients and families in Alberta Health Services' hospitals, community health centres or when receiving home care in Calgary. The over-the-phone, 24-hour, 7 days a week service is free to patients and families. You need to ask a healthcare professional to arrange it for you.