

# primary cares

News & updates from the Calgary Zone



## Instant replay: Infectious disease webinar

A recording of the Calgary Zone's latest webinar, which focused on the respiratory virus season, can now be [watched online](#).

The virtual event, which took place on Monday, November 18, was viewed live by more than 250 physicians, staff and team members. The slides are available for [download](#).

The webinar featured the following:

- Respiratory viruses, with Dr. Jim Kellner ([skip to 3:23](#))
- Calgary Adult Bariatric Surgery Clinic, with Sasha Wiens and Dr. Estifanos Debru ([skip to 42:24](#))
- Facilitated Access to Specialized Treatment (FAST), with Dr. Paul Petrasek ([skip to 1:13.49](#))
- Hot topics, with Dr. Christine Luelo ([skip to 1:38.57](#))

Thank you to all those who tuned in for the 2024 series of the webinar, which was viewed by more than 1,800 physicians, PCN staff and teams.

If you have suggestions about topics for 2025 webinars, please email [info@calgaryareapcns.ca](mailto:info@calgaryareapcns.ca).

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## Specialties to be added to FAST

The FAST central access and intake program is expanding next week to include three new specialties.

Effective Monday, December 2, referrals for neurosurgery, oral maxillofacial surgery and plastic surgery will go through FAST (fax to 1-833-627-7023). That is in addition to general surgery, gynecology, orthopedic surgery (except for oncology and pediatric orthopaedics, as well as spine surgery), urology and vascular surgery. The planned launch of otolaryngology has been delayed until further notice.

If you have not already, please update your records to include the Calgary Zone FAST fax number.

The referral process and link to the referral form are now included on the pathways:

- Neurosurgery: [Referral pathway](#)

- Oral maxillofacial surgery: [Referral pathway](#)
- Plastic surgery: [Referral pathway](#)

**Gynecology referrals:** Due to long wait times for routine gynecology consultations, referrals submitted via FAST may be sent to clinics in areas surrounding Calgary for faster processing. That could include clinics in High River or Canmore, for example. If your patient is not able to travel to appointments, please include that information in the referral letter or form.

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## MAPS town hall

A town hall was held last week to provide an update on the Modernizing Alberta's Primary Health Care System (MAPS) initiative with additional details on the stand up of Primary Care Alberta. Please download the Primary Care Alberta [FAQ](#) from the town hall.

The next town hall will be held on Wednesday, December 11 at 7:30 a.m. [Click here](#) to sign up for the MAPS newsletter to receive information about town halls and other engagement opportunities. Questions about MAPS can be directed to [health.MAPS@gov.ab.ca](mailto:health.MAPS@gov.ab.ca).

**Primary Care Alberta:** A news conference hosted by Health Minister Adriana LaGrange was held last week. It also referenced the launch of Primary Care Alberta plus details about Acute Care Alberta and plans to replace the five health zones with seven "corridors." [More information](#).

**Grant funds for rural clinics:** Rural generalists and rural family physicians have until Saturday, November 30 to submit expressions of interest for the [Rural Team Recruitment Grant Program](#) or [Municipality Supported Clinics Grant Program](#). The AMA Section of Rural Medicine hosted an information session on the grants. Watch a [recording of the session](#) or view the [slide deck](#).

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## Reminder: Arthur Child oncology referrals

All Tom Baker Cancer Centre and Holy Cross Centre cancer services have now transitioned to the new Arthur J.E. Child Comprehensive Cancer Centre.

Those sending fax referrals should update their records as follows:

- Main switchboard: 587-231-3100
- Toll-free number: 1-844-465-6330
- Referral fax number: 587-231-3580
- Pharmacy fax: 587-231-6009

Please discontinue sending fax referrals to Tom Baker and Holy Cross. [More information](#).

**Palliative care:** There is a new fax and phone number for adult palliative care referrals for facility living and community (urban): 587-231-3665.

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## Specialist Link news

**Tele-advice calls:** The turnaround time for Specialist Link tele-advice return calls has transitioned from one hour to two hours. This change is part of efforts to ensure consistent and reliable service to primary care teams across the Calgary area.

**Adolescent abnormal uterine bleeding pathway:** A new pathway has been unveiled for adolescents under 18 years of age who are suffering from abnormal uterine bleeding (AUB). [Download the pathway.](#)

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## Help make Alberta Find a Doctor better

The Alberta Find a Doctor (AFAD) team has launched separate patient and provider surveys to help shape the future of the website.

Launched in 2019 by Alberta's Primary Care Networks and operated with support from Alberta Health grant funding, it attracted 1.1 million visits last year and aims to make it quicker and easier for Albertans to find a family doctor, nurse practitioner or team. The website relies on both PCNs and providers to help keep listings as accurate and up-to-date as possible.

The AFAD team is exploring ways of improving the website for users, PCNs and providers. To take part in the surveys, please:

- Take the [physician and nurse practitioner survey](#)
- Take the [user \(patient\) survey](#)

In addition to the above surveys, the AFAD team is organizing focus groups with PCNs, zones, physicians and other partners. For more information, please email [info@albertafindadoctor.ca](mailto:info@albertafindadoctor.ca).

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## Reminder: Correcting primary care provider info

Doctors who have been incorrectly identified as a patient's primary care provider and are receiving information via the Central Patient Attachment Registry (CPAR) can request a correction.

To make a change, call 1-877-311-4300 and select option 1 for clinical applications, followed by 1 for Connect Care. Please have your location, contact information and Prac ID available. [More information.](#)

**Maternal Fetal Medicine report delays:** AHS is experiencing intermittent disruptions with reporting results in Connect Care and Netcare for Maternal Fetal Medicine reports. If you are awaiting a Maternal Fetal Medicine report, please contact Calgary Zone Maternal Fetal Medicine by phone 403-944-3247 or fax 403-944-6020.

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## Quick links

### **New provincial requisition form**

A new provincial Non-Gynecological Cytopathology Requisition ([22204](#)) has been developed and is now available. All legacy/zone requisitions should be replaced with the new provincial form. [More information](#).

### **Updates on Canada Post disruption**

AHS Diagnostic Imaging is unable to mail appointment information to patients waiting for CT, MRI and PET scans due to the strike; patients can sign up for [MyAHS Connect](#) and will continue to receive reminder phone calls. Physicians continue to receive information by fax. [More information](#).

### **Urology referral info**

Patients can now view referral information for urology consults entered in the Netcare eReferral system. Referral information will be viewable through the My Personal Records application. [More information](#).

### **Reports for Second Trimester Prenatal Risk Assessment**

Paper copies of reports for Second Trimester Prenatal Risk Assessment will no longer be mailed to healthcare providers. The change will eliminate duplicate reporting. [More information](#).

### **PCN Pain Rounds: January 2025**

On Tuesday, January 21, 2025, at 5:30 p.m., the next 90-minute webinar in the PCN Pain Rounds series, *Fibromyalgia: Weighing the Medication Options*, will cover medication management and therapies for fibromyalgia. [More information](#).