

PRIMARY CARE ACCESS TO ADULT PALLIATIVE CARE



- ✓ For information about pediatric patients, please refer to [primary care access to pediatric palliative care](#).

NON-URGENT ADVICE

Specialist Link tele-advice (separate adult, pediatric services) or make an eReferral eConsult



Request advice online at specialistlink.ca or call:

Local: **403.910.2551**

Toll-free: **1.844.962.5456 (Link)**

Get a call-back within **two hours!**

Log into Alberta Netcare and submit your questions electronically.

For more information, please visit: albertanetcare.ca/learningcentre/eReferral.htm

Get a response within **five calendar days!**

ADULT PALLIATIVE CARE ROUTINE OPTIONS*

Patient will be contacted within 1–7 days depending on assessed urgency



- ✓ **Palliative care consult service** – one-time consult available to adults with life-limiting illness wherever they live in the Calgary zone, to help you with symptom management, complex advance care planning, hospice placement, family/caregiver support etc.
Urban: Access the referral form [here](#).
Rural: Patients living in rural Calgary zone need to be admitted to Integrated Home Care prior to receiving a palliative care consult.
 - Contact continuing care access: **403.943.1920** or toll-free **1.888.943.1920** to admit patient to home care.
 - Access the referral form [here](#).
- ✓ **Urban palliative home care** – ongoing case management required for complex holistic palliative symptoms for adults with life limiting illness in the city of Calgary. Care team may include RN case manager, palliative physician consultants, allied health, spiritual care consultant, and vendor services. Palliative care will not take over as most responsible provider but will provide ongoing support to the family physician to manage care.
Rural home care: Integrated home care is available outside of metro Calgary.
Referral to both urban and rural via continuing care access Tel: **403.943.1920** or toll-free **1.888.943.1920** or [referral form](#) faxed to **403.943.1602**.

URGENT ADULT PALLIATIVE CARE



- ✓ Urgent 24/7 phone advice or to reach on-call palliative care physician for adults or pediatrics: Urgent pain, other symptoms or issues, call RAAPID at **403.944.4486** or **1.800.661.1700**.

EMERGENCY ADULT PALLIATIVE CARE

Patient **NEEDS** immediate support, i.e. imminently dying/symptom crisis



- Call **911** for:
- ✓ **EMS Palliative and End of Life Care Assess, Treat and Refer Program** (non-lights and sirens paramedic team provides support at home). **Follow script:** “I require EMS assistance for a palliative care patient. I would like to request the EMS palliative end of life assess, treat and refer program.”
- ✓ Emergency transportation to hospital.

ADDITIONAL NOTES



- * Medical Assistance in Dying (MAID): Only applicable for adults (18+ only). Physicians seeking more information can visit the [Medical Assistance in Dying](#) website. Patients can self-refer to MAID by contacting maid.careteam@ahs.ca Patients with life limiting illness seeking information about MAID may benefit from a consult with palliative care; options provided above.