

# PRIMARY CARE ACCESS TO PEDIATRIC PALLIATIVE CARE



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

## NON-URGENT ADVICE

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



Request advice online at [specialistlink.ca](https://specialistlink.ca) or call:

Local: **403.910.2551**

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

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

✓ *Clinical advice* ✓ *Confidence* ✓ *Clarity* ✓ *Conversation* ✓ *Collaboration*

Log into Alberta Netcare and submit your questions electronically.

For more information, please visit: [albertanetcare.ca/learningcentre/eReferral.htm](https://albertanetcare.ca/learningcentre/eReferral.htm)

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

## PEDIATRIC PALLIATIVE CARE ROUTINE OPTIONS

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



- ✓ **Palliative care consult service** – Consults are available to support children with life-limiting illnesses and their families who live in southern Alberta, to help you with symptom management, comprehensive care planning, pediatric hospice admissions at Rotary Flames House, grief and bereavement and family/caregiver support.

- In-person consults available in the Calgary Zone.
- Virtual consults outside of Calgary Zone.

Access the referral form [here](#) for the Children's Hospice and Palliative Care Service.

- ✓ **Urban palliative home care** – Ongoing case management required for children with complex pediatric care needs within the Calgary Zone. Care team available daytimes Monday to Friday and may include RN case manager, allied health, and vendor services.

Rural home care: Integrated home care is available to support children from outside of metro Calgary.

Referral to both urban and rural via continuing care access at: **403.943.1920** or toll-free **1.888.943.1920**.

## URGENT PEDIATRIC 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 PEDIATRIC 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 provide 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.