


# Referral Based Services for Advanced Cancer Care



# Referral Based Services for Advanced Cancer Care

This table provides information about referral to supportive services and specialist providers who may assist in fulfilling an early palliative approach to care. Symbols within the table represent the following:

 : Phone Number

 : Fax Number

 : Pager Number

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## 1.0 Oncology Services

Services	Description	Contact & Referral Information
<p>1.1 Cancer Patient Navigation Services:</p> <ul style="list-style-type: none"> <li>• Radiation Oncology (RO)</li> <li>• Medical Oncology (MO)</li> </ul>	<p>The service is available to facilitate timely access to information, support, and cancer services, for patients and families during key transition points along the cancer care continuum in Regional and Community based ambulatory cancer centers.</p> <p>This service supports clients and their families by:</p> <ul style="list-style-type: none"> <li>• Providing accurate information for patients so they can make informed decisions about their next steps.</li> <li>• Helping patients prepare for tests and cancer treatments by explaining test results and treatment choices or by referring patients to other resources or services.</li> <li>• Improving coordination of care by working with other healthcare providers.</li> <li>• Helping patients prepare for medical visits by explaining ahead of time what to expect.</li> <li>• Helping patients access financial resources and community supports.</li> </ul>	<p><b>Calgary:</b>  ☎ : 403-521-3722  ☎ : 403-521-3245</p> <p><b>Edmonton:</b>  ☎ : 780-432-8732  ☎ : 780-432-8681</p> <p><b>Grand Prairie:</b>  ☎ : 780-538-7588  ☎ : 780-532-9120</p> <p><b>Lethbridge:</b>  ☎ : 403-388-6800  - Call main phone and ask to speak with RO  ☎ : 403-476-1802</p> <p><b>Red Deer:</b>  ☎ : 403-343-4526 (Main desk)  ☎ : 403-406-5524  ☎ : 403-406-8449 (Radiation)  ☎ : 403-346-1160</p> <p><u>CLINICIAN ADVICE (RO/MO):</u>  After hours:  Call main switchboard of hospital and ask for RO/MO on call</p> <p><u>EMERGENCIES (RO/MO):</u>  For emergencies and if your region does not have a cancer center, call:</p> <p><b>RAAPID North</b> (for patients north of Red Deer):  ☎ : 1-800-282-9911 <b>OR</b> 780-735-0811</p> <p><b>RAAPID South</b> (for patients in and south of Red Deer):  ☎ : 1-800-661-1700 <b>OR</b> 403-944-4486</p>

## 1.0 Oncology Services

Services	Description	Contact & Referral Information
1.2 Alberta Cancer Telephone Line	A provincial central contact service that can assist nurses, physicians, or other health care professionals with information on referrals, closer to home treatment programs, contact oncologists or other specialist oncology professionals (educators, pharmacists, psychosocial), and/or assist with accessing support services within AHS Cancer Care.	<b>Alberta:</b> ☎ : 1-888-432-8865 Available Monday to Friday 0800-1600
Services	Description	Contact & Referral Information
1.3 Psychosocial Oncology	<p>Services to help patients and their families cope with the emotional, psychological and social stresses that often surface as a result of cancer and its treatment. Trained professionals may include psychiatry, psychology and social work, to help patients and their families cope with the emotional, psychological and social stresses that often surface as a result of cancer and its treatment. The team is available to patients from the moment of diagnosis onward.</p> <p>*Services may be available via telephone / video online.</p> <p>**Patients may also self-refer.</p>	<b>Calgary:</b> ☎ : 403-355-3207  <b>Edmonton:</b> ☎ : 780-643-4303  <b>Grande Prairie:</b> ☎ : 780-538-7588  <b>Lethbridge:</b> ☎ : 403-388-6800  <b>Medicine Hat:</b> ☎ : 403-529-8817  <b>Red Deer:</b> ☎ : 403-343-4526  For more information, see: <ul style="list-style-type: none"> <li>• <a href="#">Psychosocial Oncology Information Page</a></li> </ul>

## 1.0 Oncology Services

Services	Description	Contact & Referral Information
1.4 Rehabilitation Oncology	For further control of symptoms such as pain, fatigue, weakness and range of motion in arms and legs, management of spasticity, equipment recommendations including home equipment, and orthoses/braces. Rehabilitation may involve longitudinal exercise or observation to help determine what goals or functional level patients will have.	<p><b>Calgary:</b>  <u>Physiatry, Occupational Therapy, &amp; Physiotherapy:</u>            ☎ : 403-476-2910            ☎ : 403-698-8199 (Reception)            📠 : 403-476-2457  <u>Speech Language Pathology:</u>            ☎ : 403-355-3211            ☎ : 403-944-1256            📠 : 403-944-4436</p> <p><b>Edmonton:</b>  <u>Occupational Therapy (no referral needed):</u>            ☎ : 780-432-8798            ☎ : 780-432-8716 (Toll-free: 1-833-838-0202)            📠 : 780-432-8291  <u>Physiotherapy:</u>            ☎ : 780-432-8716 (Toll-free: 1-833-838-0202)            📠 : 780-432-8291  <u>Speech Language Pathology (no referral needed):</u>            ☎ : 780-432-8288 (Toll-free: 1-833-838-0202)            📠 : 780-432-8291</p> <p><b>Lethbridge:</b>  <u>Physiotherapy only:</u>            ☎ : 403-388-6846            📠 : 403-320-0508</p> <p><b>Red Deer:</b>  <u>Occupational Therapy, Physiotherapy, &amp; Speech Language Pathology:</u>            ☎ : 403-406-1963            📠 : 403-406-8448</p> <p>For more information, see:</p> <ul style="list-style-type: none"> <li>• <a href="#">Rehabilitation Oncology Brochure</a></li> <li>• <a href="#">Supportive Care &amp; Living Well</a></li> <li>• <a href="#">Adult Community Rehabilitation</a></li> </ul>

## 2.0 Palliative Services

Services	Description	Contact & Referral Information
2.1 Specialized Palliative Home Care	<p>In-home care and support. Focus on managing symptom issues, providing emotional and psychological support for clients with a progressive, life limiting illness. On call 24/7 support. Available only in Edmonton and Calgary; <b>instead Integrated Home Care is provided</b>, supported by Palliative Care Resource Nurses and Palliative Care Physician Consultants.</p>	<p><b>Calgary:</b>            ☎ : 403-943-1920 <b>OR</b> 1-888-943-1920            📠 : 403-943-1602</p> <ul style="list-style-type: none"> <li>• <a href="#">Palliative Home Care - Calgary Urban</a></li> <li>• <a href="#">Community Care Access</a></li> </ul> <p><b>Edmonton:</b>            ☎ : 780-496-1300            📠 : 780-496-8438</p> <p>For more information, see:</p> <ul style="list-style-type: none"> <li>• <a href="#">Palliative &amp; End of Life Care</a></li> <li>• <a href="#">Alberta Referral Directory (ARD)</a></li> </ul>
Services	Description	Contact & Referral Information
2.2 Palliative Care Consultants (urban, rural, long term care, acute care)	<p>Provide palliative care consultative support (in-person or phone/virtual visit) for adult clients, families, and healthcare teams to help manage complex palliative symptoms related to the client's life-threatening disease. Function in a consultative role to better support the patient /family and attending teams' e.g. family physician, oncology and homecare providers.</p> <p><b>Consultants do not assume the role of most responsible healthcare provider.</b></p> <p><b>Rural:</b> If home visit is requested, the client should be admitted to Integrated Home Care. A joint home visit will be ideally arranged with the Case Manager.</p>	<p><b>Calgary:</b>            ☎ : 403-910-2551 <b>OR</b> 1-844-962-5465            Available Monday to Friday 0800-1700            Can also request via <a href="#">Specialist Link</a>            See also:  <a href="#">Palliative Care Consult Service - Community Urban</a>            ☎ : 403-944-2304            📠 : 403-270-9652</p> <p><b>Edmonton:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Palliative Care Tips</a> (refer to Tip #23)</li> <li>• <a href="#">Referral Information for Health Professionals</a> (refer to Edmonton Zone)</li> <li>• <a href="#">Palliative &amp; End-of-Life Care - Info for Health Professionals</a></li> <li>• <a href="#">PCN Connect MD</a></li> </ul> <p>Online advice eReferral (eAdvice) through NetCare (&lt;5 days): <a href="#">Alberta Netcare eReferral</a></p> <p><u>URGENT AND AFTER HOURS REFERRAL AND CONSULTATION:</u>  <b>RAAPID North</b> (for patients north of Red Deer):            ☎ : 1-800-282-9911 <b>OR</b> 780-735-0811  <b>RAAPID South</b> (for patients in and south of Red Deer):            ☎ : 1-800-661-1700 <b>OR</b> 403-944-4486</p>

## 2.0 Palliative Services

Services	Description	Contact & Referral Information
<p>2.3 Palliative Consult Services within the Cancer Centres</p>	<p>Patients with complex pain and symptom issues related to their cancer or cancer treatments can be referred by their oncologist for consult with the local Palliative Care team or provider at the Cancer Centre. Consultants facilitate ongoing symptom management and palliative care by patients' primary health care teams, via in-centre consult and collaboration with community and acute care providers/resources. Consult notes and recommendations will be sent to the referring oncologist and the patient's Family Physician. Patients must have symptoms caused by cancer or cancer treatment. <b>Consultants do not assume the role of most responsible healthcare provider.</b></p> <p>*This service is available to current Cancer Centre patients.</p>	<p>Calgary: ☎ : 403-521-3245 AND notify Triage Coordinator of incoming referral: 403-521-3589</p> <p>Edmonton: ☎ : 780-432-8350 ☎ : 780-432-8419</p> <p>*Note: This service is available to current TBCC/CCI patients. Patients must have symptoms caused by cancer or cancer treatment.</p> <p>All Other Cancer Centres: Please contact your local centre to inquire if they have a cancer centre-based palliative consultant program. Other cancer centres are adding programs, so inquire for accuracy.</p> <p><u>CLINICIAN ADVICE:</u> CCMS Consult Service pager for TBCC clinician use (business hours): ☎ : AHS pager #10691 or #06544 (NP pager) If outside of AHS: ☎ : 403-212-8223 to access the paging system</p>
Services	Description	Contact & Referral Information
<p>2.4 Tertiary Palliative Care Inpatient Units</p>	<p>These units admit patients under a specialist palliative care physician to manage tertiary level, complex palliative symptom issues with the goal to discharge to the appropriate care setting when resolved. Inpatient assessment and management of:</p> <ul style="list-style-type: none"> <li>• Severe symptom control issues arising in a palliative context and unable to be managed at current site of care.</li> <li>• Procedural/technical requirements.</li> <li>• Palliative symptom control issues combined with complex family or psychosocial-spiritual issues that require multifaceted team involvement.</li> </ul>	<p>Referral for admission is by Palliative Consultant only, please refer to <a href="#">Palliative Care Consultant section</a>.</p> <p><b>Calgary:</b> For further details, see <a href="#">Intensive Palliative Care Unit (IPCU)</a> located at the Foothills Medical Centre</p> <p><b>Edmonton:</b> For further details, see <a href="#">Tertiary Palliative Care Unit</a> located at the Grey Nuns Community Hospital</p>

## 2.0 Palliative Services

Services	Description	Contact & Referral Information
2.5 Hospice	<p>Hospice care is a specialized setting that provides 24 hour palliative care to individuals nearing the end-of-life. Patients are attended to by Hospice Physicians. Some general criteria include:</p> <ul style="list-style-type: none"> <li>• Patient has care needs that cannot be met in their current location of care.</li> <li>• Goals of Care Designation of “C1” or “C2”.</li> <li>• Patient has life-limiting illness with estimated prognosis of 3 months or less.</li> <li>• Patient has extensive evidence of disease and a demonstrated rate of deterioration of weeks to days.</li> <li>• The patient and/or designated decision maker is agreeable to no further aggressive or invasive treatment intended to cure disease.</li> <li>• Palliative Performance Scale (PPS) score of 40% or less.</li> </ul> <p>Each local hospice might have additional specific criteria. Please contact the palliative care team for more information.</p>	<ul style="list-style-type: none"> <li>• Referral for admission is by Palliative Consultant only, please refer to <a href="#">Palliative Care Consultant</a> section.</li> <li>• To find hospice services in your Zone, refer to <a href="#">Palliative &amp; End of Life Care</a></li> </ul> <p>For alternate information in <b>Calgary</b>, see <a href="#">Palliative Hospice Care Brochure</a></p>



## 3.0 Community Services

Services	Description	Contact & Referral Information
<p>3.1 Integrated Home Care/Palliative Home Care/Community Care Access</p>	<p>In-home care and support (example: nursing services, personal care, respite services, wound care, case coordination, home care aides, equipment).</p> <p><b>*Lethbridge</b> covers Cardston, Crowsnest Pass, Fort MacLeod, Milk River, Pincher Creek, Raymond, and Taber areas.</p>	<p>For more information, see:</p> <ul style="list-style-type: none"> <li>• <a href="#">Palliative &amp; End of Life Care (PEOLC), Info for Health Professionals</a></li> <li>• <a href="#">Alberta Referral Directory (ARD)</a></li> <li>• There are program-specific inclusion and exclusion criteria. Contact <a href="#">Community Care Access</a> for referral process if you have questions. *Patients may also self-refer</li> </ul> <p><b>Calgary:</b>            ☎ : 403-943-1920 <b>OR</b> 1-888-943-1920            📠 : 403-943-1602            *Note: Patients in Acute Care/Emergency/Outpatient Cancer Clinics can also be referred through Transition Services</p> <p><b>Edmonton:</b>            ☎ : 780-496-1300            📠 : 780-496-8438</p> <p><b>North:</b>            ☎ : 1-855-371-4122            📠 : 1-855-776-3805            For after-hours questions, call Edmonton Palliative Care Consultants at:            ☎ : 780-496-1300</p> <p><b>Central:</b>            ☎ : 1-855-371-4122            📠 : 1-844-776-0430</p> <p><b>South:</b>  <u>Bow Island</u>            ☎ : 403-545-2296            📠 : 403-545-6357  <u>Brooks:</u>            ☎ : 403-501-3244            📠 : 403-362-7778  <u>Lethbridge:</u>            ☎ : 403-388-6380 <b>OR</b> 1-866-388-6380            📠 : 403-388-6577  <u>Medicine Hat:</u>            ☎ : 403-581-5750            📠 : 403-581-5752  <u>Oyen:</u>            ☎ : 403-664-3651            📠 : 403-664-2934</p>

## 3.0 Community Services

Services	Description	Contact & Referral Information
<p>3.2 Community Paramedic Program - Mobile Integrated Healthcare</p>	<p>Non-emergent program for patients with chronic health concerns that prevent them from accessing available health care services. A range of medical services provided in the home. Preference of clinician present/available by phone to coordinate care. <b>This program does not transport patients to acute care facilities.</b> Operates 7 days a week from 0600 to 2200 hours with no cost to the patient.</p>	<p>For more information, see:</p> <ul style="list-style-type: none"> <li>• <a href="#">Mobile Integrated Healthcare</a></li> <li>• <a href="#">EMS Mobile Integrated Healthcare</a></li> <li>• <a href="#">Alberta Referral Directory (ARD)</a> and search for 'mobile integrated healthcare'</li> </ul> <p>Patients in and north of Red Deer:            ☎ : 1-833-367-2788            📠 : 780-735-0421</p> <p>Patients south of Red Deer:            ☎ : 1-855-491-5868            📠 : 403-776-3835</p> <ul style="list-style-type: none"> <li>- Indicate if patient has a central line (CVC) and attach catheter insertion record with tip verification</li> <li>- Attach Physician or Designate Orders to referral form</li> <li>- Current Goals of Care Designation</li> </ul>
Services	Description	Contact & Referral Information
<p>3.3 Emergency Medical Services: Assess Treat and Refer Program (EMS-ATR)</p>	<p>The EMS ATR program is for any adult patient receiving palliative or end of life care in the community (private home, supportive living site, long term care facility, and/or hospice) that may benefit from EMS involvement for urgent symptom management without transfer to hospital. Clinician (MD or homecare RN) should be present/available by phone to coordinate care with EMS. <b>The patient must be recognized as having high palliative care or end-of-life needs and would benefit from EMS involvement for urgent symptom management.</b> This is facilitated by having a C1 or C2 Goals of Care Designation order in the home and anticipating the possible need for EMS services with the home care case manager.</p> <p>*Patients are encouraged to join Palliative Coverage Program (AB Blue Cross) for service fee coverage.</p>	<p><u>THREE ROUTES OF PROGRAM ACCESS:</u></p> <ol style="list-style-type: none"> <li>1. Activated by registered healthcare clinician on scene through 911 dispatch using the clinician dispatch script</li> <li>2. Activated by registered healthcare clinician not on scene through 911 using the clinician dispatch script (remote initiation)</li> <li>3. Patient identified by EMS after routine response to 911 call from patient/family (EMS initiation)</li> </ol> <p>*Note: At this time, patients cannot self-activate.</p> <p>For more information, see:</p> <ul style="list-style-type: none"> <li>• <a href="#">Specialist Link</a></li> <li>• <a href="#">EMS PEOLC - Info for Health Professional</a></li> <li>• <a href="#">EMS Palliative and End of Life Care Assess Treat and Refer Program</a></li> </ul>

## 3.0 Community Services

Services	Description	Contact & Referral Information
3.4 CCA Patient Navigation	Patient Navigators are registered nurses with specialized training in cancer care. They can explain treatment choices and test results, and assist with the physical, practical, and emotional challenges that come with a cancer diagnosis. Available at 15 community cancer centres across Alberta. Indigenous Cancer Patient Navigators and Adolescent and Young Adult Patient Navigators also available.	For more information, see: <ul style="list-style-type: none"> <li>• <a href="#">Find a Navigator   Alberta Cancer Foundation</a></li> </ul>
Services	Description	Contact & Referral Information
3.5 Your PCN	Your Primary Care Network may have access to counseling, social work and other allied health supports closer to home.	For more information, see: <ul style="list-style-type: none"> <li>• <a href="#">Primary Care Networks</a></li> </ul>
Services	Description	Contact & Referral Information
3.6 Grief & Bereavement Services and Care	Bereavement care refers to ways that convey genuine care and compassion when offering support at or near the time of death.	<p>Alberta:</p> <ul style="list-style-type: none"> <li>• <a href="#">AHS Bereavement Care Resources</a></li> <li>• <a href="#">Inform Alberta</a> and search for 'bereavement'</li> </ul> <p>Calgary:</p> <ul style="list-style-type: none"> <li>• <a href="#">Grief Support Program - Calgary Zone</a></li> </ul> <p>*Family physician in community and/or PCNs may have available supports (check for availability)</p>