

ZONE STATS...

Population 298,169
Life Expectancy 79.9 years
Senior Population 14.3 per cent of the South Zone population is 65 years or older
Birth Rates In 2014, there were 4, 178 live births (61 live births per 1,000 women aged 15-49)
Hospitals 14
Physicians 485
AHS Employees 7,238
Volunteers 1,933
Meals Served 835,000 per year
Emergency Department Visits 194,352 (2014)

DID YOU KNOW...

- The South Zone has major capital projects under way valued at nearly \$400 million. These include large redevelopment projects at Chinook Regional Hospital in Lethbridge and Medicine Hat Regional Hospital. A new permanent 18-bed detox and residential treatment centre is under construction in Medicine Hat. We recently completed upgrades to the Taber and Raymond Health Centres to consolidate health services in those communities.
- South Zone opened 150 continuing care beds in the last three years, including 22 restorative/sub-acute beds and 110 supportive living and dementia beds in Medicine Hat.
- South Zone Addiction and Mental Health services employs more than 400 staff: mental health therapists, addiction counsellors, psychologists, nurses, social workers, and others. In 2014 South Zone provided addiction and mental health services to more than 7,500 residents. Community-based services are available in 13 communities. Lethbridge and Medicine Hat offer mental health services for children under four years of age and their families and post-partum depression services. We work closely with contracted service providers to meet the needs of specific groups including addiction treatment, crisis, recovery, prevention and youth support programs.
- Physician recruitment efforts continue in South Zone. By working collaboratively with local communities and the Rural Physician Action Plan, we have recruited new family physicians for Bassano, Milk River and Oyen. More specialists and family physicians continue to be recruited for Medicine Hat and Lethbridge – including oncologists, neurologists, paediatricians and urologists.



KNOW YOUR OPTIONS



When you need health care, you have many options. Knowing your options will help you get the care that's best for you.

Alberta Health Services offers programs and services at over 400 facilities throughout the province, including hospitals, clinics, continuing care facilities, mental health facilities and community health centres. Our skilled and dedicated health professionals promote wellness and provide health care every day to over four million Albertans.

Find out what Alberta Health Services offers in your local area and how you support your health.

www.ahs.ca/options

HEALTH CARE OPTIONS AND INFORMATION

811 Health Link Health Advice 24/7
 Call Health-Link at 811 for health advice and information across Alberta. Access is 24-hours, 7 days a week and provides support by experienced registered nurses and other healthcare professionals.

FAMILY DOCTOR
 Your best option for on-going health needs. Family Doctors can diagnose and treat most medical issues, and can help manage chronic illness and mental health issues.

URGENT CARE CENTRES
 Extended hour access for unexpected, non-life-threatening health concerns, such as broken bones, pain, infections and cuts.

FAMILY CARE CLINICS
 Extended hours care, especially for those who need a family physician, have chronic diseases, or addiction or mental health needs.

WALK-IN CLINICS
 Some communities have walk-in clinics that often don't require an appointment. Many offer extended hours.

PHARMACISTS
 Renew prescriptions, assess minor condition symptoms, offer treatment or refer you to the most appropriate treatment location.

MyHealth.Alberta.ca
 This website has trustworthy health information and useful health tools, including a symptom checker.

AHS apps for iPhone and Android
 Use your phone to find hospitals, facilities, programs & services in your area. Emergency wait times are available for the Calgary and Edmonton areas.

ALPHABETICAL LISTING OF SERVICES BY COMMUNITY • SOUTH ZONE

For more information about health care options, programs and services, contact your local facility at the numbers provided below. Many programs and services, such as Addiction & Mental Health and Public Health, are available through your local health centre.

BASSANO

Bassano Health Centre 403-641-6100
 (24-Hour Emergency Department)
Home Care/Continuing Care Access Centre
 403-501-3200

BOW ISLAND

Bow Island Health Centre 403-545-3200
 (24-Hour Emergency Department)
Bow Island Provincial Building
Home Care/Continuing Care Access Centre
 403-529-8084
Public Health Nursing 403-545-2296
Speech, Language and Hearing 403-545-5125
Bow Island Community Mental Health 403-529-3500

BROOKS

Brooks Health Centre 403-501-3232
 (24-Hour Emergency Department)
Addiction Services 403-362-1265
Community Health 403-501-3300
Community Mental Health 403-793-6655
Home Care/Continuing Care Access Centre
 403-501-3200
Provincial Building
Environmental Public Health 403-362-2682

CARDSTON

Cardston Health Centre 403-653-4411
 (24-Hour Emergency Department)
Community Health 403-653-5230
Mental Health Clinic
 403-653-5115
Cardston Provincial Building
Addiction Services 403-381-5183
Environmental Public Health 403-653-5231
Home Care 403-388-6380 or toll free 1-866-388-6380

COALDALE

Coaldale Health Centre 403-345-3075
Ambulatory Care (8:00 a.m. – 11:00 p.m., Monday to Friday)
Home Care /Continuing Care Access Centre
 403-388-6380 or toll free 1-866-388-6380

CROWSNEST PASS

Crowsnest Pass Health Centre 403-562-5011
 (24-Hour Emergency Department)
Mental Health 403-562-3222
Crowsnest Pass Community Health 403-562-7378
Provincial Building
Addiction Services 403-562-2966
Environmental Public Health, Prenatal Health, Children's C.A.R.E. Services 403-562-5030
Home Care / Continuing Care Access Centre
 403-388-6380 or toll free 1-866-388-6380

FORT MACLEOD

Fort Macleod Health Centre 403-553-5311
 (24-Hour Emergency Department)
FootHills Detox Centre 403-553-4466

Community Health 403-553-5351
Community Mental Health 403-553-5340
Home Care /Continuing Care Access Centre
 403-388-6380 or toll free 1-866-388-6380

LETHBRIDGE

Chinook Regional Hospital 403-388-6111
 (24-Hour Emergency Department)
Jack Ady Cancer Centre 403-388-6800
Community Health (Train Station)
Environmental Public Health 403-388-6689
Public Health / Immunizations 403-388-6666
Lacidem Building
Lethbridge Sleep Clinic 403-388-6034
Lethbridge Centre
Alberta Healthy Living 403-388-6654
Children's Allied Health Services (formerly Children's CARE services) 403-388-6575
Child & Adolescent Addiction and Mental Health
 403-381-5278
Home Care 403-388-6700

Professional Building
Sexual Health Centre 403-320-0110

Provincial Building
Addiction Services 403-381-5183
Mental Health 403-381-5260

Lethbridge Youth Treatment Centre 403-388-7600
South Country Treatment Centre 403-329-6603
Home Care / Continuing Care Access Centre
 403-388-6380 or toll free 1-866-388-6380

MAGRATH

Community Health 403-758-4422
Home Care / Continuing Care Access Centre
 403-388-6380 or toll free 1-866-388-6380

MEDICINE HAT

Medicine Hat Regional Hospital 403-529-8000
 (24-Hour Emergency Department)
Margery E. Yuill Cancer Centre 403-529-8817
Addictions Services 403-529-3582
Community Health (all services) 403-502-8200
Medicine Hat Home Care / Continuing Care Access Centre 403-581-5750
Mental Health 403-529-3500

MILK RIVER

Milk River Health Centre 403-647-3500
 (24-Hour Emergency Department)
Home Care / Continuing Care Access Centre
 toll free 1-866-388-6380

OYEN

Big Country Hospital 403-664-4300
 (24-Hour Emergency Department)
Oyen Community Health Services 403-664-3651
Provincial Building
Addictions Services 403-529-3582
Home Care/Continuing Care Access Centre
 403-501-3200

PICTURE BUTTE

Piyami Health Centre
Urgent Care (7:00 a.m. – 11:00 p.m.) 403-732-4650
Community Health 403-388-6751
Home Care / Continuing Care Access Centre
 403-388-6380 or toll free 1-866-388-6380

PINCHER CREEK

Pincher Creek Health Centre 403-627-1234
 (24-Hour Emergency Department)
Community Health 403-627-1230
Mental Health 403-627-1121
Home Care / Continuing Care Access Centre
 403-388-6380 or toll free 1-866-388-6380

RAYMOND

Raymond Health Centre 403-752-5411
 (24-Hour Emergency Department)
Community Health 403-752-5430
Mental Health 403-752-7960
Home Care 403-388-6380 or toll free 1-866-388-6380

TABER

Taber Health Centre 403-223-7211
 (24-Hour Emergency Department)
Provincial Building
Community Health 403-223-7230
Home Care / Continuing Care Access Centre
 403-388-6380 or toll free 1-866-388-6380
Addiction and Mental Health Services 403-223-7244

VAUXHALL

Community Health 403-223-7229
Home Care / Continuing Care Access Centre
 403-388-6380 or toll free 1-866-388-6380

IMPORTANT NUMBERS

ADDICTION SERVICES HELP LINE (24 HOURS)
 1-866-332-2322

ALBERTA QUILTS HELPLINE (8:00 AM-8:00 PM)
 Tobacco 1-866-710-7848

CONTINUING CARE ACCESS (24 HOURS)
 866-388-6380 Offers a single point of access for community and home care services. Staff are available 24 hours a day, 7 days a week to provide screening and referral services. Community Care Access handles calls from Home Care clients after regular business hours.

Lethbridge and west area: 403-388-6380 or 1-866-388-6380

PRIMARY CARE NETWORKS

Many family physicians in Alberta are part of a Primary Care Network (PCN). A PCN generally includes a group of family doctors working together with a team of other health professionals such as nurses, dietitians and pharmacists to provide care to a defined group of patients.

Services offered by some PCNs might include complex chronic disease support, healthy lifestyle counselling or addictions and mental health support. Some PCNs also provide after-hours options. Today, Alberta has 2 Primary Care Networks (PCNs) and more in development. For more information go to pcnprmo.ca

PALLISER PRIMARY CARE NETWORK
 403-580-3825 ext 1214. www.palliserpcn.ca

The Palliser Primary Care Network provides services for patients in southeastern Alberta. A group of more than 70 family physicians and other health care professionals work together to improve primary care for our patients. The Palliser PCN supports two Family Medicine Maternity clinics - one in Medicine Hat and one in Brooks - and includes the communities of Bassano, Bow Island, Brooks, Medicine Hat and Oyen.

THE CHINOOK PRIMARY CARE NETWORK
www.chinookprimarycarenetwork.ab.ca

The Chinook Primary Care Network provides services for patients in southwest Alberta. There are 139 physicians participating in the Chinook PCN, providing care to over 183,000 area residents. The Chinook PCN includes the communities of Lethbridge, Fort Macleod, Taber, Crowsnest Pass (Blairmore, Coleman and Bellevue), Pincher Creek, Cardston, Magrath, Raymond, Picture Butte, Coaldale, Milk River and Vauxhall.

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Medicine Hat: 403-581-5750

Brooks, Bassano and Oyen: 403-501-3200
Bow Island: 403-529-8084

EMERGENCY SERVICES (24 HOURS)
 Ambulance/Fire/Police 911

HEALTH LINK 811

MENTAL HEALTH HELP LINE (24 HOURS)
 1-877-303-2642

POISON AND DRUG INFORMATION SERVICE / MEDICATION AND HERBAL ADVICE LINE (24 HOURS) 1-800-332-1414

in your community
HEALTH CARE
 mapping out



IMPORTANT CONTACTS









HEALTH LINK 811

AHS ONLINE
www.ahs.ca is your online source for health care information, services, news and more. Check us out!



ALBERTA HEALTH SERVICES SOUTH ZONE

LEGEND OF SERVICES

-  **Emergency Departments.** 24-hour care – If you are concerned that you are seriously ill or injured, go to the nearest emergency department. **Patients with potentially life-threatening conditions should immediately phone 911.**
-  **Emergency Limited Hours.** These communities have emergency health care services available within limited hours. Please contact the facility in your community to confirm the hours for emergency care. Please refer to the back of this map for contact numbers in your community.
-  **Hospitals.** These are AHS and AHS partner facilities for treating urgent, complex or other health needs on an inpatient basis. Some sites may provide hospital care, continuing care or community health care from one site, called a Health Centre.
-  **Community and Public Health Services.** These facilities provide a wide range of health services which may include prenatal, postpartum, health promotion/disease and injury prevention, bereavement services, communicable disease and school health, and many other community care, public health and wellness programs.
-  **Primary Care Networks.** Many family physicians in Alberta are part of a Primary Care Network (PCN) – a group of family doctors working together with a team of other health professionals such as nurses, dietitians and pharmacists to provide care to a defined group of patients.
-  **Addiction and Mental Health Services.** These facilities and programs are for the treatment and care of people with mental health or addiction challenges.
-  **Cancer Care Centres.** AHS offers a variety of programs, services and facilities that work with those affected by cancer, as well as provide programs to help Albertans reduce their risk of developing cancer. For more information on services available in the South Zone, call the Jack Ady Cancer Centre in Lethbridge at 403-388-6800 or the Margery E. Yuill Cancer Centre in Medicine Hat at 403-529-8817.
-  **Continuing Care.** These are AHS or AHS partner sites offering long term and/or supportive living options in this community.



If you are experiencing a life-threatening emergency, **call 911** or go immediately to the nearest emergency department.



We have a passion for your health. It's why we do what we do. We know that you are passionate about good health, too. Your opinions, concerns and questions matter.

So, we've launched a project called Passion for Health where we can have face-to-face conversations with Albertans; share information on the health topics that interest you; and help you find the resources you need to be healthy.

Through our Passion for Health project, we are attending your community events, inviting you in to our facilities through open houses to see what happens behind the scenes, hosting information sessions called "Apple Talks" and we are providing health information through a blog.

We also have a series of "Because You Cared" videos that have given Albertans a way to say thank you to the health providers who have made a significant difference in their lives.

Look for AHS staff and physicians in our Passion for Health booths at festivals and community events, and at Apple Talk forums, near you.

Share your passion for health with us and visit our Passion for Health website at www.ahs.ca/passionforhealth to find out more.



CONTINUING CARE CENTRES

Continuing care in Alberta includes home care, supportive living, long-term care, hospice and end of life care. Alberta Health Services has programs, services and supports to help Albertans of all ages lead active and fulfilling lives, close to home.

HOME CARE provides health care services and supports to help people remain in their own homes for as long as possible.

SUPPORTIVE LIVING facilities provide care to help people live with as much independence as their abilities allow. AHS works with the sites to ensure the client's health care needs are met.

LONG-TERM CARE provides services for people with complex health care needs who can no longer be safely cared for at home or in a supportive living facility.

NEED HELP? HAVE CONCERNS?
Call Health Link at 811 or visit www.ahs.ca/continuingcare

HEALTH ADVISORY COUNCILS

Health Advisory Councils (HACs) are focused on one thing: listening to your thoughts and ideas on health care in Alberta. The Oldman River and Palliser Triangle Health Advisory Councils are located in the South Zone. Councils act as a channel for information and feedback, and provide advice to Alberta Health Services. For more information about the councils, please visit www.ahs.ca/hac.asp

FOUNDATIONS AND TRUSTS

Local health foundations work in your communities, raising funds to improve health care delivery where you live. To support your local foundation, email FoundationRelations@ahs.ca, or visit www.ahs.ca/give

PATIENTS AND THEIR FAMILIES ARE THE CENTRE OF EVERYTHING WE DO AND EVERY DECISION WE MAKE.