

Pandemic (H1N1) 2009

Please distribute to all physicians at this fax.

Date: November 10, 2009
To: Family Physicians
From: Senior Physician Executive
Re: **Advice to patients from Health Link Alberta regarding Pandemic (H1N1) 2009**

Health Link Alberta triage process regarding H1N1

Health Link Alberta has been triaging a high volume of callers with H1N1 symptoms. In many cases, Health Link Alberta can provide adequate advice and no further action is indicated. However, if these callers meet specific criteria, they are being asked to contact their family doctor's office to discuss the need for possible telephone consultation, office appointment, or other intervention, e.g. anti-viral prescription. If the caller does not have a relationship with a family physician, they will be directed to an Influenza Assessment Centre, Walk-in Centre, Urgent Care or Emergency Department.

The two most common reasons Health Link Alberta will refer callers to their family physician are for:

- 1) assessment (in person or by telephone) for those with ILI symptoms of concern
- 2) possible anti-viral prescription

New Code for H1N1 Telephone Advice 03.01AD

We remind you that phone consultations are now billable to the new health service code: 03.01AD (*Telephone advice to a patient or their agent regarding H1N1 virus*) as a result of Pandemic (H1N1) 2009. The code has been in effect since October 30, 2009.

Please monitor daily the Health Professionals section of the AHS website for current Pandemic (H1N1) 2009 information at: <http://www.albertahealthservices.ca/660.asp> , or contact: AHS.ECC@albertahealthservices.ca

Update: Changes to patient advice from Healthlink regarding Pandemic (H1N1) 2009
Issued by: Senior Physician Executive
Approved by: Senior Physician Executive

November 10, 2009