

WELCOME TO THE ALBERTA CHILDREN'S HOSPITAL COMMUNITY OUTPATIENT CLINICS

We would like to welcome you to our community outpatient clinics. As a patient or parent of a patient, you are an important member of our health care team. As a new or returning patient, please find helpful information below.

TOGETHER WE'RE BETTER - PATIENT AND FAMILY CENTRED CARE

- At Alberta Children's Hospital Community Clinics, children, youth, families, staff and physicians partner together to provide excellent care. We treat each other with respect, listen to one another, share ideas and information, ask and answer questions, create a safe environment and make decisions together.
- We are a teaching center committed to excellence. Your appointment may include a supervised trainee (student). We appreciate your support of this learning opportunity.
- If you are a teen, we will help you and your family prepare for your transition to adult care.

YOUR APPOINTMENT

- Allow yourself some extra time to find parking and locate your clinic.
- Please arrive a few minutes early for your appointment. If you arrive late, we will do our best to accommodate you, but we may need to see other families first or reschedule your appointment.
- If you need to cancel or reschedule your appointment due to illness or for another reason, please call us as soon as possible so we can offer your appointment to another patient/family.
- If you miss clinic appointments without notifying us, you may be asked to get a new referral from your primary care doctor.

PREPARING FOR YOUR APPOINTMENT

- Every clinic should provide you with specific information about where the clinic is located and how to prepare for your appointment.
- If the clinic you are attending asked you to fill out specific forms or provide other information, please remember to bring these with you.
- Please write down any questions you have before your appointment so that we can cover all of your concerns in the appointment.
- Please bring all your current medicines including any vitamins, supplements or other therapies you use. Medication tracking lists and tools can be found at www.albertahealthservices.ca/medlist.
- Remember to bring your Alberta Health Care card to every appointment.

CLINIC INFORMATION

- Clean hands prevent the spread of diseases and infections. It's okay and encouraged to ask your care team if they cleaned their hands. Please clean your hands when you arrive and before you leave
- To protect everyone's privacy, filming, recording or photographing by anyone without permission is not permitted.
- When your care in the clinic is complete, you will be discharged back to your primary care doctor

QUESTIONS?

Please let the clinic know if English is not your first language and you need interpretation services or if you are having difficulties travelling to your appointment for financial reasons.

If you have health questions or concerns when you are at home, Health Link Alberta is a free telephone nurse advice service that operates 24 hours a day, seven days a week. Dial **811** from anywhere in the province to access this service.

Sincerely,

Alberta Children's Hospital Staff and Physicians