

## HOW DO I ACCESS THE PROGRAM?

1. A phone call directly to our Patient Coordinator to make an appointment
2. Send a faxed or emailed referral request. Forms can be found on our website or delivered upon request



## WHAT TO EXPECT WHEN A COMMUNITY PARAMEDIC ARRIVES AT THE HOME?

The Community Paramedic (CP) will complete an assessment and if requested consult directly with the patient's physician or on-call program physician (the on-call program physician is available only in community care facilities), to determine required diagnostics and treatment orders. Written orders may be also provided prior to arrival, outlining required diagnostics and treatments if a verbal consultation is not required. Follow up care and monitoring will be arranged with the most appropriate health care service. This may include a CP follow up visit, homecare or arranging for the patient to be seen at your office. ***There is no cost for CP services.***

## WHAT IF THE PATIENT NEEDS TO GO TO THE HOSPITAL?

The Community Paramedic will facilitate transport with EMS or family to the emergency department

## WHEN ARE COMMUNITY PARAMEDIC SERVICES AVAILABLE

Services are available 365 days a year from 06:00-22:00. Patient visits scheduled same day or as requested, benchmark for urgent patients to be seen is 90 minutes

## PHYSICIAN BILLING CODES

Patient care advice to paramedic:  
 03.01NG (weekdays 0700-1700)  
 03.01NH (weekdays 1700-2200 and weekends and statutory holidays 0700-2200)  
 03.01NI (any day 2200-0700)

**FOR MORE INFORMATION, VISIT US ONLINE, CONTACT US BY EMAIL OR CALL DIRECTLY**

**Phone: 1-855-491-5868**

**Fax: 403-776-3835**

[communityparamedic@albertahealthservices.ca](mailto:communityparamedic@albertahealthservices.ca)  
[www.albertahealthservices.ca/9571.asp](http://www.albertahealthservices.ca/9571.asp)

# CALGARY ZONE COMMUNITY PARAMEDIC PROGRAM

## *A Mobile Clinical Care Team*



*“Working together to bring primary and urgent health care to patients.”*

## WHAT IS THE PROGRAM?

The Calgary Zone Community Paramedic Program improves access to timely primary and urgent health care by providing mobility, extended hours and medical supervision to individuals in the community setting.



## PROGRAM GOALS



## REFERRAL CRITERIA

- Identified barrier(s) to accessing healthcare services
- Any age
- Require skilled medical level of care

## COMMUNITY PARAMEDIC HEALTHCARE DELIVERY MODEL



The Community Paramedic model of healthcare delivery focuses on patient-centered care by working in collaboration with the patient's physician and care team to provide assessments, diagnostics and treatments that bridge healthcare into the home.

## WHO IS THIS PROGRAM FOR?

Individuals requiring immediate or scheduled medical supervision and treatment currently unavailable in the community setting.

### Including:

- *Medically fragile* individuals requiring specialized treatments which are necessary to remain out of hospital
- *Frail elderly, individuals aging in place or persons with developmental disabilities* that have limited mobility and social support which restricts their ability to access needed medical care
- *Individuals recently discharged* from acute care at-risk for re-admission
- *Individuals* unable to immediately access their medical clinic which may result in an emergency department visit

## CLINICAL INTERVENTIONS

Community Paramedics receive additional education, training and clinical experience in primary and urgent healthcare to meet diverse patient needs.

### Diagnostics available:

- Specimen collection (blood, urine, swabs)
- 12/15 lead ECGs
- Vital signs including temperature, blood glucose, SPO2, Side Stream CO2, BP
- Facilitate transports for diagnostic imaging

### Treatments available:

- CVC & IV rehydration
- IV, SQ, IM, PO, PORT & PICC medication administration including IV antibiotics
- 53 stocked medications
- Blood transfusions
- Urinary catheterization
- Wound closure & care (tissue adhesive, sutures, dressings)
- Oxygen and nebulizer therapy
- Prescription facilitation
- Coordination of community services
- Observational and focused assessments

**\*A record of all assessments and treatment procedures**