

# Primary Care Supports – GI Calgary Zone



Timely access to gastroenterology (GI) specialty care is a significant issue across Alberta. Wait times for patients with non-urgent indications are well above acceptable levels, negatively impacting patient quality of life and outcomes. Strengthening integration of care between the primary care Patient Medical Home and GI Specialty Services in Alberta is vital to addressing this issue.

## PROVINCIAL PRIMARY CARE PATHWAYS



- Guide the diagnosis and management of low-risk GI conditions within the Patient Medical Home
- Available pathways: [Chronic Abdominal Pain](#), [Chronic Constipation](#), [Chronic Diarrhea](#), [Dyspepsia](#), [GERD](#), [H. pylori](#), [Hepatitis C](#), [IBS](#), and [NAFLD](#)
- Pathways are available at [ahs.ca/dhpathways](https://ahs.ca/dhpathways), [Specialist LINK](#), and through the [Alberta Referral Directory](#) and [Netcare](#)
- For patients with these conditions, complete the pathway before considering a referral to a specialist
- Using a specialty advice before referral to a specialist is recommended
- Patient resources and pathways are included to help patients understand their care plan and support self-management

## TELEPHONE ADVICE



- Allows physicians and nurse practitioners to obtain advice from specialists on diagnosis and care of non-urgent patients within the Patient Medical Home
- Available in the Calgary Zone through [Specialist LINK](#) (1-844-962-5465)
- Calls are returned within one (1) hour Monday-Friday, 8 a.m. to 5 p.m. (excluding statutory holidays; selected services available until 4 p.m.)
- This is a billable service for both the specialists and family physician



## ELECTRONIC ADVICE



- eReferral Advice Request allows physicians to obtain advice from specialists on diagnosis and care of non-urgent patients within the Patient Medical Home
- Submit a question electronically through [Netcare](#)
- Receive a response within five (5) calendar days
- This is a billable service for both the specialist and family physician
- [Referring Provider - FAQ](#)



### WE NEED YOUR HELP!

- ♦ Spreading awareness of primary care supports across the Zone
- ♦ Providing feedback on how primary care supports work for you
- ♦ Getting involved in new pathway development
- ♦ Collaborating with patients to develop education resources

For more information, contact

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