

Primary Care Supports – GI



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.

PRIMARY CARE SUPPORTS



PROVINCIAL PRIMARY CARE PATHWAYS

- Guide the diagnosis and management of low-risk GI conditions within the Patient Medical Home
- Includes an evidence-based algorithms, links to local resources, references, and patient resources
- 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



PATIENT EDUCATION RESOURCES

The voice of the patient is clear - improved integration between primary and specialty care is needed. Through this project, we are working with patients, families, and providers to create patient education materials to:

- Help patients understand their care plan and support self-management
- Enhance communication between providers and patients
- Improve quality of care within the Patient Medical Home



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)
- Available in the Edmonton and North Zones through [ConnectMD](#) (1-844-633-2263)
- A provincial model for phone advice is in development



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
- Available across Alberta
- [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
Andrea Plaisier, BSc, PMP
 Senior Consultant, DHSCN
 780-446-5704
andrea.plaisier@ahs.ca