

Helping evacuees, refugees and any international visitors who seek our help under crisis has always been fundamental to how AHS operates, and the situation in Ukraine is no different. We are here to help.

NOTE: This is a living document. As more information is available, we will continue to update this document. We appreciate your patience.

## Contents

<b>General</b> .....	<b>2</b>
1. How can I support Ukrainian evacuees? .....	2
2. How is the Government of Alberta and Government of Canada supporting evacuees? .....	2
<b>Patient identification and billing</b> .....	<b>2</b>
3. Will I be billed for any healthcare services provided to me?.....	2
4. How do the temporary health benefits program support evacuees? .....	2
5. What documentation/identification should I bring to receive care in an AHS facility? .....	2
6. How do I apply for an Alberta Health card? .....	3
<b>Healthcare Supports And Resources</b> .....	<b>3</b>
7. I only speak Ukrainian/Russian. How do I request a professional medical interpreter to support communication?.....	3
8. Where can I find more information on healthcare supports in Ukrainian or Russian? .....	3
9. I have substance use and/or mental health issues. Where can I get help?.....	3
10. I'm hosting a family from Ukraine. Is there information about health services that I can access to help me support them? .....	3
11. How do I find a family doctor? .....	3
<b>Health Assessment and Fees</b> .....	<b>4</b>
12. Do I have to complete medical testing to stay in Alberta?.....	4
13. Is an IME required if an evacuee is not intending to stay longer than six months? .....	4
14. Who performs the testing to complete an Immigration Medical Examination? .....	4
15. Who covers the cost of the assessment and testing required to complete an IME?.....	4
16. Is there other health assessments I should complete? .....	5
<b>Mental Health And Wellness Support</b> .....	<b>5</b>
17. Where can I get help to deal with my feelings in response to the crisis in Ukraine?.....	5

## General

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### 1. How can I support Ukrainian evacuees?

- Please review the [Government of Canada website](#) that provides information about how you can help during a disaster abroad or donate to the [Red Cross](#).
- Visit the [Ukrainian Canadian Congress](#) (UCC) website to [register to become a host](#) for Ukrainian evacuees. The UCC brings together under one umbrella all the national, provincial and local Ukrainian Canadian organizations.
- Many organizations across communities in Alberta are offering support for Ukraine. If you are interested in getting involved, we encourage you to reach out to organizations in your community to find out more.

### 2. How is the Government of Alberta and Government of Canada supporting evacuees?

- The Government of Alberta is working closely with the Government of Canada and the Red Cross to understand how we can best support evacuees currently in Alberta and those which we expect to arrive in the coming weeks.
- Visit the Government of Alberta's website to learn more about their [response](#) to support Ukrainians.
- The Government of Canada has information regarding [Application for Emergency Travel](#) and [Immigration Measures](#) that are specific to those fleeing the conflict in Ukraine.

## Patient identification and billing

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### 3. Will I be billed for any healthcare services provided to me?

- No. All physicians within AHS facilities as well as community-based (family doctors) have been instructed by the Government of Alberta and the Alberta Medical Association to [accept all requests for care](#), and not provide a bill at the point of service.
- Evacuees who are enrolled in [Alberta's evacuee health program](#) will not be required to pay out of pocket for medically required medical and hospital services and supplemental benefits provided under that program.

### 4. How do the temporary health benefits program support evacuees?

- Ukrainian evacuees arriving in Alberta on Feb. 24, 2022 or after (those who have evacuated Ukraine or cannot return to Ukraine), will be covered under the Ukrainian Evacuee Temporary Health Benefits Program.
- This program will provide temporary coverage to Ukrainian evacuees, including for physician services who do not qualify for registration and coverage under the Alberta Health Care Insurance Plan and Hospital Benefits Plan, or other public health benefits because they are not considered residents or deemed residents, as defined in the Alberta Health Care Insurance Act.

### 5. What documentation/identification should I bring to receive care in an AHS facility?

- You should identify yourself as a Ukrainian evacuee when you access any medical healthcare resource. We encourage evacuees to bring their ID and/or passport to reduce any confusion regarding billing.
- Check the [Government of Alberta site](#) to learn how to get a driver's license or identification or review this [list of health registry locations](#) to find a participating registry office near you.
- If you have questions, please email [evacueehealthregistration@gov.ab.ca](mailto:evacueehealthregistration@gov.ab.ca).

## 6. How do I apply for an Alberta Health card?

- Before applying for health coverage, it is best to get an Alberta identification card or an Alberta driver's license. Visit the [Government of Alberta site](#) to learn more.
- Once you have identification, please complete the [application form](#).
- Evacuees will be given the opportunity to apply for eligibility to the Alberta Health Care Insurance Program (AHCIP). This program will issue a card that will ensure evacuees will not be billed for any health services received up to the expiry date of their coverage.
- If you have questions or need more support, please visit the [AHCIP contact information](#) page.

## Healthcare Supports And Resources

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NOTE: Many of the resources identified below have been translated and are available in Ukrainian and Russian. Please visit [AHS Support for Ukraine](#) to access the translated versions.

## 7. I only speak Ukrainian/Russian. How do I request a professional medical interpreter to support communication?

- AHS staff and Primary Care Network physicians have access to interpretation and translation services for patients who speak limited English or are deaf and hard of hearing.
- On-demand over-the-phone professional medical interpretation is available 24/7 in 240 languages across all AHS sites and programs.
- Speak with your nurse or unit clerk to request the support of a medical translator.

## 8. Where can I find more information on healthcare supports in Ukrainian or Russian?

- [AHS Support for Ukraine](#) hosts many resources and supports that have been translated into [Ukrainian and Russian](#) including specific information on [healthcare options in Alberta](#), [prescription coverage](#), [COVID-19 information](#) and community-based resources such as dental care.

## 9. I have substance use and/or mental health issues. Where can I get help?

- This [resource](#) provides contact information for several addictions and mental health helplines that have translation services available such as Health Link/811 or the Mental Health Helpline and Addictions Helpline. It also highlights some online supports like the Distress Centre which provides social and community services, crisis counselling and teen support.

## 10. I'm hosting a family from Ukraine. Is there information about health services that I can access to help me support them?

- We have developed a Host Home [resource package](#) available in [English](#), [Ukrainian](#) and [Russian](#) languages, with information about healthcare options including details about helplines, online supports, government resources and dental services.

## 11. How do I find a family doctor?

- [Find a Doctor](#) is available to the public and has two different resources to help you find a physician in your area. Both websites listed below can sort physicians by language and gender.
- The College of Physicians and Surgeons [Find a Physician](#) tool can search for physicians in your area by discipline/practice type, or location.

- The [Find a Family Doctor](#) tool can identify family physicians within the Primary Care Network (PCN) who are accepting new patients in your area. All PCN members and physicians can access a Ukrainian or Russian professional medical interpreter at no cost by calling: **1-833-955-2171**.
- AHS provides interpretation and translation services to patients receiving care within our facilities, meaning that translation services at family physician or community-based clinics may not be available.

## Health Assessment and Fees

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### 12. Do I have to complete medical testing to stay in Alberta?

- Yes. Evacuees who choose to stay in Canada for longer than six months must complete an [Immigration Medical Examination](#) (IME) as part of the routine health assessment process required by the Government of Canada's [Immigration, Refugees and Citizenship Canada](#) (IRCC) in order to complete VISA applications to live or work in Canada.
- Evacuees must have started the IME process within 90 days of arrival.
- There are three parts to complete an IME:
  - Assessment and health history review performed by a IRCC approved panel physician
  - Blood work
  - A chest x-ray is required for everyone 11 years of age or older and assesses for pulmonary issues but particularly for active cases of Tuberculosis (TB)

### 13. Is an IME required if an evacuee is not intending to stay longer than six months?

- No. Evacuees who choose not to stay longer than 180 days (6 months), are not required by the federal government to complete an IME, however they are still encouraged to complete the chest x-ray to assess for active cases of TB.

### 14. Who performs the testing to complete an Immigration Medical Examination?

- All IME assessments for evacuees who wish to stay longer than 6 months or apply for a work VISA, must be performed by a panel physician.
- These physicians are specially trained healthcare providers that interview an evacuee about their health history and gather data to share back with the IRCC.

#### *Chest x-ray:*

- There are specific facilities approved by the IRCC to perform the chest x-ray as required to complete the IME. The list of facilities is available in the [chest x-ray letter](#).

### 15. Who covers the cost of the assessment and testing required to complete an IME?

- The assessment by a panel physician and the ordered blood work are costs that must be paid by the evacuee.
- However, the IRCC and Alberta Health have granted permission for the cost of the chest x-ray, when performed by an approved IRCC radiology clinic, to be covered by the [Alberta Health Insurance Program card](#), meaning there is no fee to the evacuee.
- At the first visit to a family physician, evacuees/patients should bring the [chest x-ray letter](#) with them and ask to be referred to one of the IRCC approved facilities to complete the x-ray at no cost.

#### 16. Is there other health assessments I should complete?

- Evacuees should attend their local public health clinic where a public health nurse will review the evacuee's immunization records, offer to immunize them against vaccine-preventable diseases they are not currently immunized against and complete a skin test for latent TB. This skin test is in addition to the chest x-ray.
- Visits to public health clinics to complete this assessment do not require a physician's referral.

### **Mental Health And Wellness Support**

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#### 17. Where can I get help to deal with my feelings in response to the crisis in Ukraine?

- We have resources that have been developed to help you find support when dealing with the difficult feelings around this crisis including:
  - [Addiction & Mental Health Supports](#)
  - [Your Healthcare Options in Alberta](#)
  - [Resources for Host Families of Ukrainian Evacuees](#)
  - [Talking to Children about War](#) – available in English and Ukrainian