Referral Based Services for Advanced Cancer Care

This table provides information about referral to supportive services and specialist providers who may assist in fulfilling an early palliative approach to care. Symbols within the table represent the following:

📞: Phone Number  📞: Fax Number  📞: Pager Number

For guidelines, please go to www.ahs.ca/GURU

For most accurate program referral criteria and availability, please visit Alberta Referral Directory (ARD): www.albertareferraldirectory.ca

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<td>1.1 Radiation Oncology (RO) / Medical Oncology (MO)</td>
<td><strong>ROUTINE REFERRAL (RO):</strong>&lt;br&gt;<strong>Calgary:</strong>&lt;br&gt;📞: 403-521-3722&lt;br&gt;📧: 403-521-3245&lt;br&gt;<strong>Grand Prairie:</strong> (coming 2020)&lt;br&gt;<strong>Lethbridge:</strong>&lt;br&gt;📞: 403-388-6800&lt;br&gt;- Call main phone and ask to speak with RO&lt;br&gt;📧: 403-320-0508&lt;br&gt;<strong>Red Deer:</strong>&lt;br&gt;📞: 403-343-4526 (Main desk)&lt;br&gt;📞: 403-406-8449 (Radiation)&lt;br&gt;📧: 403-406-8444&lt;br&gt;<strong>Edmonton:</strong>&lt;br&gt;📞: 780-432-8732&lt;br&gt;📧: 780-432-8681&lt;br&gt;<strong>CLINICIAN ADVICE (RO/MO):</strong>&lt;br&gt;After hours:&lt;br&gt;Call main switchboard of hospital and ask for RO/MO on call&lt;br&gt;<strong>EMERGENCIES (RO/MO):</strong>&lt;br&gt;For emergencies and if your region does not have a cancer center, call:&lt;br&gt;<strong>RAAPID North</strong> (for patients north of Red Deer):&lt;br&gt;📞: 1-800-282-9911 OR 780-735-0811&lt;br&gt;<strong>RAAPID South</strong> (for patients in and south of Red Deer):&lt;br&gt;📞: 1-800-661-1700 OR 403-944-4486</td>
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<td>1.2 CancerControl Alberta Cancer Line</td>
<td>A provincial central contact service that can assist nurses, physicians, or other health care professionals with information on referrals, closer to home treatment programs, contacting oncologists or other specialist oncology professionals (educators, pharmacists, psychosocial), and/or assisting with accessing support services within AHS.</td>
<td>📞: 1-888-432-8865&lt;br&gt;Available Monday to Friday 0800-1600</td>
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| 1.3 Psychosocial Oncology | Services to help patients and their families cope with the emotional, psychological and social stresses that often surface as a result of cancer and its treatment. Trained professionals may include psychiatry, psychology and social work, to help patients and their families cope with the emotional, psychological and social stresses that often surface as a result of cancer and its treatment. The team is available to patients from the moment of diagnosis onward. | **ROUTINE REFERRAL (PATIENT MAY ALSO SELF-REFER):**  
**Calgary:**  
📞: 403-355-3207  
**Edmonton:**  
📞: 780-643-4303  
**Grande Prairie:**  
📞: 780-538-7372  
**Lethbridge:**  
📞: 403-388-6814  
**Medicine Hat:**  
📞: 403-529-8817  
**Red Deer:**  
📞: 403-343-4485 |
| 1.4 Rehabilitation Oncology | For further control of symptoms such as pain, fatigue, weakness and range of motion in arms and legs. Management of spasticity. Equipment recommendations including home equipment, and orthoses/braces. Rehabilitation may involve longitudinal exercise or observation to help determine what goals or functional level patients will have.  
For non-oncologic rehabilitation needs, patients may self-refer to other programs in their community. | **ROUTINE REFERRAL:**  
**Calgary:**  
- Patient must have a history of cancer, with the cancer and/or treatment affecting their functional ability  
- Requires referral from Physician (Oncologist, Palliative Care Physician, or Family Medicine)  
**Physiatrist Office:**  
📞: 403-521-3708  
📨: 403-476-2457  
**Physical and Occupational Therapists:**  
📞: 403-698-8169  
📨: 403-476-2457  
[https://www.albertahealthservices.ca/info/Page15329.aspx](https://www.albertahealthservices.ca/info/Page15329.aspx) |
### 2.1 Palliative Home Care

**Description:**
Provides in-home care, support, and comfort to people coming to the end of their lives and their families with a focus on managing symptom issues, providing emotional and psychological support. Works with clients with a progressive, life-limiting illness. Provides 24/7 support to the patient and the family.

*Note: Rural areas do NOT have a separate Palliative Home Care program; they have Integrated Home Care with mixed caseloads and Palliative Care Consult support*

**Contact Information:**

**ROUTINE REFERRAL:**

**Alberta Referral Directory** - Search by Edmonton OR Calgary

Accessible in these cities through [Community Care Access](#) (for clinicians or patient self-referral):

- **Edmonton:**
  - : 780-496-1300
  - : 780-496-8438

- **Calgary:**
  - : 403-943-1920 OR 1-888-943-1920
  - : 403-943-1602

### 2.2 Palliative Care Consultants

**Description:**
Palliative Care Consultants (nurse consultant or physician) work in collaboration with the client’s MRHP (i.e. Family Physician) and care team. This service provides palliative care consultative support for adult clients, families, and healthcare teams to help manage complex palliative symptoms related to the client’s life-threatening disease. **Palliative Care Consultants do not assume care.** Consultant teams exist for community, long-term care, acute care and certain specialty clinics.

- If the client lives rurally and requires palliative consultation, the client **should be admitted to Integrated Home Care.** A joint home visit will be arranged with the Case Manager.

**Contact Information:**

**ROUTINE REFERRAL:**

**Alberta:**

[Alberta Referral Directory](#) – search by city

**CLINICIAN ADVICE:**

- **Edmonton:**
  - Palliative Care Tip #23 at [www.Palliative.org](http://www.Palliative.org)

- **Calgary:**
  - : 403-910-2551
  - Available Monday to Friday 0800-1700 [www.Specialistlink.ca](http://www.Specialistlink.ca)
  - Online advice eReferral (eAdvice) through NetCare (<5 days): [http://www.albertanetcare.ca/learningcentre/eReferral.htm](http://www.albertanetcare.ca/learningcentre/eReferral.htm)

**URGENT AND AFTER HOURS REFERRAL AND CONSULTATION:**

**RAAPID North** (for patients north of Red Deer):
- : 1-800-282-9911 OR 780-735-0811

**RAAPID South** (for patients in and south of Red Deer):
- : 1-800-661-1700 OR 403-944-4486
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| 2.3 Cancer Centre Palliative Clinics | Consultative-based clinics/programs at Tom Baker Cancer Centre (TBCC) and Cross Cancer Institute (CCI), for cancer patients who are having problems with pain or other symptoms from cancer. A Palliative Care consultant is available to aid in pain and symptom management during normal TBCC/CCI hours from Monday through Friday. Patients are seen at TBCC/CCI. ***Consultants do not assume the role of most responsible physician. | **ROUTINE REFERRAL:**  
Calgary:  
Referral forms available on Alberta Referral Directory  
☎: 403-521-3245 AND notify Triage Coordinator of incoming referral: 403-521-3589  
Edmonton:  
Referral forms available on Alberta Referral Directory  
☎: 780-432-8350  
☎: 780-432-8419  
*Note: This service is available to current TBCC/CCI patients. Patients must have symptoms caused by cancer or cancer treatment.  
**All Other Cancer Centres:**  
Please contact your local centre to inquire if they have a cancer centre-based palliative consultant program. Other cancer centres are adding programs, so inquire for accuracy.  
**CLINICIAN ADVICE:**  
CCMS Consult Service pager for TBCC clinician use (business hours):  
☎: AHS pager #10691 or #06544 (NP pager)  
If outside of AHS:  
☎: 403-212-8223 to access the paging system |
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| 2.4 Tertiary Palliative Care Inpatient Units | These units admit patients under a specialist palliative care physician to manage tertiary level, complex palliative symptom issues with the goal to discharge to the appropriate care setting when resolved. Inpatient assessment and management of:  
• Severe symptom control issues arising in a palliative context and unable to be managed at current site of care  
• Procedural/technical requirements  
• Palliative symptom control issues combined with complex family or psychosocial-spiritual issues that require multifaceted team involvement | ROUTINE REFERRAL:  
Referral for admission is by Palliative Consultant only, please refer to Palliative Care Consultant section.  
Calgary:  
Intensive Palliative Care Unit- (IPCU), Foothills Medical Centre  
Edmonton:  
Tertiary Palliative Care Unit, Grey Nuns Community Hospital  
• Goals of Care Designation M or C  
| 2.5 Hospice | Hospice care is a specialized setting that provides 24 hour palliative care to individuals nearing the end-of-life. Patients are attended to by Hospice Physicians. Some general criteria include:  
• Patient has care needs that cannot be met in their current location of care  
• Goals of Care Designation of “C1” or “C2”  
• Patient has life-limiting illness with estimated prognosis of 3 months or less  
• Patient has extensive evidence of disease and a demonstrated rate of deterioration of weeks to days  
• The patient and/or designated decision maker is agreeable to no further aggressive or invasive treatment intended to cure disease  
• Palliative Performance Scale (PPS) score of 40% or less  
Each local hospice might have additional specific criteria. Please contact the palliative care team for more information. | ROUTINE REFERRAL:  
• Referral for admission is by Palliative Consultant only, please refer to Palliative Care Consultant section.  
In Calgary, via Palliative Home Care (Calgary) or Palliative Consultant |
### 3.1 Integrated Home Care

Provides in-home care and support allowing people to live in their own homes or communities. Support may include nursing services, personal care, respite services, and wound care.

*Note: Lethbridge* covers Cardston, Crowsnest Pass, Fort MacLeod, Milk River, Pincher Creek, Raymond, and Taber areas

#### Routine Referral:

Alberta Referral Directory (ARD) - search by city

There are program-specific inclusion and exclusion criteria. Contact Community Care Access for referral process if you have questions. Patients may also self-refer. Community Care Access (for clinicians or patient self-referral):

- **North:**
  - Phone: 1-855-371-4122
  - Fax: 1-855-776-3805
  - Edmonton:
    - Phone: 780-496-1300
    - Fax: 780-496-8438
  - Central:
    - Phone: 1-855-371-4122
    - Fax: 1-844-776-0430
  - Calgary:
    - Phone: 403-943-1920 OR 1-888-943-1920
    - Fax: 403-943-1602

*Note: Patients in Acute Care/Emergency/Outpatient Cancer Clinics can also be referred through Transition Services*

- **South:**
  - Bow Island:
    - Phone: 403-545-2296
    - Fax: 403-545-6357
  - Brooks:
    - Phone: 403-362-7766
    - Fax: 403-362-7778
  - Lethbridge:
    - Phone: 403-388-6380
    - Fax: 403-388-6577
  - Medicine Hat:
    - Phone: 403-581-5750
    - Fax: 403-581-5752
  - Oyen:
    - Phone: 403-664-3651
    - Fax: 403-664-2934
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| 3.2 Community Paramedic Program - Mobile Integrated Healthcare | Provides in-home care and support allowing people to live in their own homes or communities. Support may include nursing services, personal care, respite services, and wound care.  
*Note: Lethbridge covers Cardston, Crowsnest Pass, Fort MacLeod, Milk River, Pincher Creek, Raymond, and Taber areas.  
AHS Community Paramedics provide at-risk patients with immediate access to health care in the community by collaborating with available family and specialized physician services.  
This non-emergent program is for patients with chronic health concerns that prevent them from accessing available health care services. These specially trained paramedics, in consultation with physicians, bring a broad range of medical services to the home that prevents the need for an emergency department visit.  
*Note: This is not an emergent service. The Community Paramedic Program is not capable of transporting patients to acute care facilities.  
The program currently operates 365 days a year, 16 hours per day from 0600 to 2200 hours with no cost to the patient. | Referral forms are available on Alberta Referral Directory (ARD)  
Patients in and north of Red Deer:  
📞: 1-833-367-2788  
.phone: 780-735-0421  
Patients south of Red Deer:  
📞: 1-855-491-5868  
.phone: 403-776-3835  
- Indicate if patient has a central line (CVC) and attach catheter insertion record with tip verification  
- Attach Physician or Designate Orders to referral form  
- Current Goals of Care Designation |
### 3.3 EMS-ATR (Assess Treat and Refer)

The EMS PEOLC ATR (Assess, Treat and Refer) program is for any patient receiving palliative or end of life care in the community setting (private home, supportive living site, long term care facility, and/or hospice) that may benefit from EMS involvement for urgent symptom management.

The patient is recognized as palliative and/or end of life by one or more of the following:
- The patient is diagnosed with a life limiting illness
  - Care is currently focused on comfort and symptom management rather than curative interventions,
  - The patient presents with a Goals of Care Designation consistent with treatment in place, and/or
  - The patient is under the care of a physician and/or homecare who is providing palliative care services
- The patient/family agrees to treatment in place
- The patient is at least 18 years old

EMS-ATR prefers clinician present/available by phone to coordinate care with EMS.

Patients are encouraged to join Palliative Coverage Program (AB Blue Cross) for service fee coverage.

### Three Routes of Program Access:
1. Activated by registered healthcare clinician on scene through 911 dispatch using the clinician dispatch script
2. Activated by registered healthcare clinician not on scene through 911 using the clinician dispatch script (remote initiation)
3. Patient identified by EMS after routine response to 911 call from patient/family (EMS initiation)

*Note: At this time, patients cannot self-activate.

Clinician Script and more information available at:
[https://www.albertahealthservices.ca/info/Page14557.aspx](https://www.albertahealthservices.ca/info/Page14557.aspx)

OR search the internet (not Insite) for “EMS ATR” Alberta and click on “Health Professionals”

### 3.4 Bereavement Care

Bereavement care refers to ways that convey genuine care and compassion when offering support at or near the time of death.

Alberta: AHS Bereavement resources:
[https://www.albertahealthservices.ca/info/page15628.aspx](https://www.albertahealthservices.ca/info/page15628.aspx)

[www.informalberta.ca](http://www.informalberta.ca) and search ‘bereavement’

Calgary Grief Support Program:
[https://www.albertahealthservices.ca/info/Page13161.aspx](https://www.albertahealthservices.ca/info/Page13161.aspx)

Family physician in community and/or PCNs may have available supports (check for availability)
Acknowledgment

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