Referral Based Services for Advanced Cancer Care
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

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<tr>
<td>1.1 Cancer Patient Navigation Services: • Radiation Oncology (RO) • Medical Oncology (MO)</td>
<td>The service is available to facilitate timely access to information, support, and cancer services, for patients and families during key transition points along the cancer care continuum in Regional and Community based ambulatory cancer centers. This service supports clients and their families by: • Providing accurate information for patients so they can make informed decisions about their next steps. • Helping patients prepare for tests and cancer treatments by explaining test results and treatment choices or by referring patients to other resources or services. • Improving coordination of care by working with other healthcare providers. • Helping patients prepare for medical visits by explaining ahead of time what to expect. • Helping patients access financial resources and community supports.</td>
<td>Calgary: ☏: 403-521-3722 ☏: 403-521-3245 Edmonton: ☏: 780-432-8732 ☏: 780-432-8681 Grand Prairie: ☏: 780-538-7588 ☏: 780-532-9120 Lethbridge: ☏: 403-388-6800 - Call main phone and ask to speak with RO ☏: 403-476-1802 Red Deer: ☏: 403-343-4526 (Main desk) ☏: 403-406-5524 ☏: 403-406-8449 (Radiation) ☏: 403-346-1160 CLINICIAN ADVICE (RO/MO): After hours: Call main switchboard of hospital and ask for RO/MO on call EMERGENCIES (RO/MO): For emergencies and if your region does not have a cancer center, call: 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</td>
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<tr>
<td>1.2 Alberta Cancer Telephone 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, contact oncologists or other specialist oncology professionals (educators, pharmacists, psychosocial), and/or assist with accessing support services within AHS Cancer Care.</td>
<td>Alberta: 1-888-432-8865 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. *Services may be available via telephone / video online. **Patients may also self-refer. | Calgary: 403-355-3207  
Edmonton: 780-643-4303  
Grande Prairie: 780-538-7588  
Lethbridge: 403-388-6800  
Medicine Hat: 403-529-8817  
Red Deer: 403-343-4526  
For more information, see:  
• [Psychosocial Oncology Information Page](#) |
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| 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. | **Calgary:**  
Physiatry, Occupational Therapy, & Physiotherapy:  
☎: 403-476-2910  
☎: 403-698-8199 (Reception)  
☎: 403-476-2457  
Speech Language Pathology:  
☎: 403-355-3211  
☎: 403-944-1256  
☎: 403-944-4436  

**Edmonton:**  
Occupational Therapy (no referral needed):  
☎: 780-432-8798  
☎: 780-432-8716 (Toll-free: 1-833-838-0202)  
☎: 780-432-8291  
Physiotherapy:  
☎: 780-432-8716 (Toll-free: 1-833-838-0202)  
☎: 780-432-8291  
Speech Language Pathology (no referral needed):  
☎: 780-432-8288 (Toll-free: 1-833-838-0202)  
☎: 780-432-8291  

**Lethbridge:**  
Physiotherapy only:  
☎: 403-388-6846  
☎: 403-320-0508  

**Red Deer:**  
Occupational Therapy, Physiotherapy, & Speech Language Pathology:  
☎: 403-406-1963  
☎: 403-406-8448  

For more information, see:  
- [Rehabilitation Oncology Brochure](#)  
- [Supportive Care & Living Well](#)  
- [Adult Community Rehabilitation](#) |
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| **2.1 Specialized Palliative Home Care** | In-home care and support. Focus on managing symptom issues, providing emotional and psychological support for clients with a progressive, life limiting illness. On call 24/7 support. Available only in Edmonton and Calgary; instead Integrated Home Care is provided, supported by Palliative Care Resource Nurses and Palliative Care Physician Consultants. | **Calgary:**  
|                                  |                                                                                                                                             | 📞: 403-943-1920 OR 1-888-943-1920  
|                                  |                                                                                                                                             | 💌: 403-943-1602  
|                                  |                                                                                                                                             | - Palliative Home Care - Calgary Urban  
|                                  |                                                                                                                                             | - Community Care Access  
|                                  |                                                                                                                                             | **Edmonton:**  
|                                  |                                                                                                                                             | 📞: 780-496-1300  
|                                  |                                                                                                                                             | 💌: 780-496-8438  
|                                  |                                                                                                                                             | For more information, see:  
|                                  |                                                                                                                                             | - Palliative & End of Life Care  
|                                  |                                                                                                                                             | - Alberta Referral Directory (ARD)  
| **2.2 Palliative Care Consultants (urban, rural, long term care, acute care)** | Provide palliative care consultative support (in-person or phone/virtual visit) for adult clients, families, and healthcare teams to help manage complex palliative symptoms related to the client’s life-threatening disease. Function in a consultative role to better support the patient/family and attending teams’ e.g. family physician, oncology and homecare providers. Consultants do not assume the role of most responsible healthcare provider.  
|                                  |                                                                                                                                             | **Calgary:**  
|                                  |                                                                                                                                             | 📞: 403-910-2551 OR 1-844-962-5465  
|                                  |                                                                                                                                             | Available Monday to Friday 0800-1700  
|                                  |                                                                                                                                             | Can also request via Specialist Link  
|                                  |                                                                                                                                             | See also:  
|                                  |                                                                                                                                             | Palliative Care Consult Service - Community Urban  
|                                  |                                                                                                                                             | 📞: 403-944-2304  
|                                  |                                                                                                                                             | 💌: 403-270-9652  
|                                  |                                                                                                                                             | **Edmonton:**  
|                                  |                                                                                                                                             | - Palliative Care Tips (refer to Tip #23)  
|                                  |                                                                                                                                             | - Referral Information for Health Professionals (refer to Edmonton Zone)  
|                                  |                                                                                                                                             | - Palliative & End-of-Life Care - Info for Health Professionals  
|                                  |                                                                                                                                             | - PCN Connect MD  
|                                  |                                                                                                                                             | Online advice eReferral (eAdvice) through NetCare (<5 days): Alberta Netcare eReferral  
|                                  |                                                                                                                                             | **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  

For more information, see:  
- Palliative Care Tips (refer to Tip #23)  
- Referral Information for Health Professionals (refer to Edmonton Zone)  
- Palliative & End-of-Life Care - Info for Health Professionals  
- PCN Connect MD  

Online advice eReferral (eAdvice) through NetCare (<5 days): Alberta Netcare eReferral

**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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<td>2.3 Palliative Consult Services within the Cancer Centres</td>
<td>Patients with complex pain and symptom issues related to their cancer or cancer treatments can be referred by their oncologist for consult with the local Palliative Care team or provider at the Cancer Centre. Consultants facilitate ongoing symptom management and palliative care by patients' primary health care teams, via in-centre consult and collaboration with community and acute care providers/resources. Consult notes and recommendations will be sent to the referring oncologist and the patient's Family Physician. Patients must have symptoms caused by cancer or cancer treatment. <strong>Consultants do not assume the role of most responsible healthcare provider.</strong> <em>This service is available to current Cancer Centre patients.</em></td>
<td>Calgary: ☑️: 403-521-3245 AND notify Triage Coordinator of incoming referral: 403-521-3589&lt;br&gt;Edmonton: ☏️: 780-432-8350&lt;br&gt;☑️: 780-432-8419&lt;br&gt;*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. <strong>CLINICIAN ADVICE:</strong> CCMS Consult Service pager for TBCC clinician use (business hours): ☑️: AHS pager #10691 or #06544 (NP pager)&lt;br&gt;If outside of AHS: ☏️: 403-212-8223 to access the paging system</td>
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<td>2.4 Tertiary Palliative Care Inpatient Units</td>
<td>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.&lt;br&gt;• Procedural/technical requirements.&lt;br&gt;• Palliative symptom control issues combined with complex family or psychosocial-spiritual issues that require multifaceted team involvement.</td>
<td>Referral for admission is by Palliative Consultant only, please refer to <a href="#">Palliative Care Consultant section</a>.&lt;br&gt;Calgary: For further details, see <a href="#">Intensive Palliative Care Unit (IPCU)</a> located at the Foothills Medical Centre&lt;br&gt;Edmonton: For further details, see <a href="#">Tertiary Palliative Care Unit</a> located at the Grey Nuns Community Hospital</td>
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| 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. | • Referral for admission is by Palliative Consultant only, please refer to [Palliative Care Consultant](#) section.  
• To find hospice services in your Zone, refer to [Palliative & End of Life Care](#)  
For alternate information in [Calgary](#), see [Palliative Hospice Care Brochure](#) |
3.0 Community Services

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| 3.1 Integrated Home Care/Palliative Home Care/Community Care Access | In-home care and support (example: nursing services, personal care, respite services, wound care, case coordination, home care aides, equipment). *Lethbridge covers Cardston, Crowsnest Pass, Fort MacLeod, Milk River, Pincher Creek, Raymond, and Taber areas. | For more information, see:  
- Palliative & End of Life Care (PEOLC). Info for Health Professionals  
- Alberta Referral Directory (ARD)  
- There are program-specific inclusion and exclusion criteria. Contact Community Care Access for referral process if you have questions. *Patients may also self-refer  

**Calgary:**  
📞: 403-943-1920 OR 1-888-943-1920  
>Email: 403-943-1602  
*Note: Patients in Acute Care/Emergency/Outpatient Cancer Clinics can also be referred through Transition Services**

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

**North:**  
📞: 1-855-371-4122  
Email: 1-855-776-3805  
For after-hours questions, call Edmonton Palliative Care Consultants at:  
📞: 780-496-1300

**Central:**  
📞: 1-855-371-4122  
Email: 1-844-776-0430

**South:**  
Bow Island  
📞: 403-545-2296  
Email: 403-545-6357  
Brooks:  
📞: 403-501-3244  
Email: 403-362-7778  
Lethbridge:  
📞: 403-388-6380 OR 1-866-388-6380  
Email: 403-388-6577  
Medicine Hat:  
📞: 403-581-5750  
Email: 403-581-5752  
Oyen:  
📞: 403-664-3651  
Email: 403-664-2934
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| 3.2 Community Paramedic Program - Mobile Integrated Healthcare | Non-emergent program for patients with chronic health concerns that prevent them from accessing available health care services. A range of medical services provided in the home. Preference of clinician present/available by phone to coordinate care. **This program does not transport patients to acute care facilities.** Operates 7 days a week from 0600 to 2200 hours with no cost to the patient. | For more information, see:  
- [Mobile Integrated Healthcare](#)  
- [EMS Mobile Integrated Healthcare](#)  
- [Alberta Referral Directory (ARD)](#) and search for ‘mobile integrated healthcare’  

Patients in and north of Red Deer:  
📞: 1-833-367-2788  
Fax: 780-735-0421  

Patients south of Red Deer:  
📞: 1-855-491-5868  
Fax: 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  

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| 3.3 Emergency Medical Services: Assess Treat and Refer Program (EMS-ATR) | The EMS ATR program is for any adult patient receiving palliative or end of life care in the community (private home, supportive living site, long term care facility, and/or hospice) that may benefit from EMS involvement for urgent symptom management without transfer to hospital. Clinician (MD or homecare RN) should be present/available by phone to coordinate care with EMS. **The patient must be recognized as having high palliative care or end-of-life needs and would benefit from EMS involvement for urgent symptom management.** This is facilitated by having a C1 or C2 Goals of Care Designation order in the home and anticipating the possible need for EMS services with the home care case manager.  

*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. For more information, see:  
- [Specialist Link](#)  
- [EMS PEOLC - Info for Health Professional](#)  
- [EMS Palliative and End of Life Care Assess Treat and Refer Program](#)  

For more information, see:  
- [Specialist Link](#)  
- [EMS PEOLC - Info for Health Professional](#)  
- [EMS Palliative and End of Life Care Assess Treat and Refer Program](#)
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<td>3.4 CCA Patient Navigation</td>
<td>Patient Navigators are registered nurses with specialized training in cancer care. They can explain treatment choices and test results, and assist with the physical, practical, and emotional challenges that come with a cancer diagnosis. Available at 15 community cancer centres across Alberta. Indigenous Cancer Patient Navigators and Adolescent and Young Adult Patient Navigators also available.</td>
<td>For more information, see: • [Find a Navigator</td>
</tr>
<tr>
<td>3.5 Your PCN</td>
<td>Your Primary Care Network may have access to counseling, social work and other allied health supports closer to home.</td>
<td>For more information, see: • <a href="#">Primary Care Networks</a></td>
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<td>3.6 Grief &amp; Bereavement Services and Care</td>
<td>Bereavement care refers to ways that convey genuine care and compassion when offering support at or near the time of death.</td>
<td>Alberta: • <a href="#">AHS Bereavement Care Resources</a> • <a href="#">Inform Alberta</a> and search for ‘bereavement’</td>
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<td>Calgary: • <a href="#">Grief Support Program - Calgary Zone</a></td>
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<td>*Family physician in community and/or PCNs may have available supports (check for availability)</td>
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