

## COVID-19 tele-advice launched province wide for primary care

Two COVID-19 tele-advice lines are now available for primary care providers in Alberta. Providers can phone for specialist advice on caring for presumed and confirmed COVID-19 patients who are recovering at home. Refer to the boxes below for the number to call in your zone.

### Central, Edmonton, & North Zones



**Call or text: 1-844-633-2263**

- Hours: Monday to Thursday, 9 a.m. to 6 p.m. and Fridays, 9 a.m. to 4 p.m. (except statutory holidays)
- Providers can expect to receive a call-back within two to three hours

### South & Calgary Zones



**Call: 1-844-962-5465 select ext.8**

- Hours: 8 a.m. to 5 p.m. from Monday to Friday (except statutory holidays)
- Providers can expect to receive a call-back within one hour

### About COVID-19 tele-advice:

The COVID tele-advice line is currently supported by specialists from respirology, general internal medicine and infectious disease. Here are examples of questions you could ask:

- My patient has Chronic Obstructive Pulmonary Disease (COPD), and I'm not sure if this is COVID or acute exacerbation of COPD. Start on Prednisone or not?
- My patient sounds dehydrated, where should I send them?
- My patient is older and getting sicker but doesn't want to go to hospital. Is there anything I can do?
- My patient has had symptoms for two weeks, not getting any worse. Should I do a chest x-ray?

Please note, patients should be directed to use the self-assessment tool available at [www.ahs.ca/covid](http://www.ahs.ca/covid) or call 811 to help determine whether they need to be tested for COVID-19.

### Urgent tele-advice

If your patient may require hospitalization or transfer, use RAAPID.

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

**RAAPID South** (for patients in and south of Red Deer)  
1-800-661-1700 (Canada only)  
403-944-4486

For more information, refer to this additional guidance on using [RAAPID during the COVID-19 pandemic](#).

### COVID-19 electronic advice also available

Electronic advice is also available for non-urgent COVID-19 related questions through Alberta Netcare. Use the eReferral Advice Request option for non-urgent questions requiring advice within 2-5 days. Go to [www.albertanetcare.ca/eReferral.htm](http://www.albertanetcare.ca/eReferral.htm) for instructions on how to submit an advice request.

### More information

- For information on ConnectMD, please contact Lindsay Steward by email at [lsteward@enpcn.com](mailto:lsteward@enpcn.com) or by phone 780-777-0633.
- For information on Specialist LINK, please email [specialistlink@cfpcn.ca](mailto:specialistlink@cfpcn.ca)