

Referral Form and Quick Reference Guide

CALGARY FOOTHILLS PCN



Your Health,
Your Team,
Your Community

Connecting patients with the health care they need

Primary care networks work with family physicians and other health professionals to help provide the best health care for Albertans.

HOW TO USE THE SERVICES LISTED IN THIS GUIDE

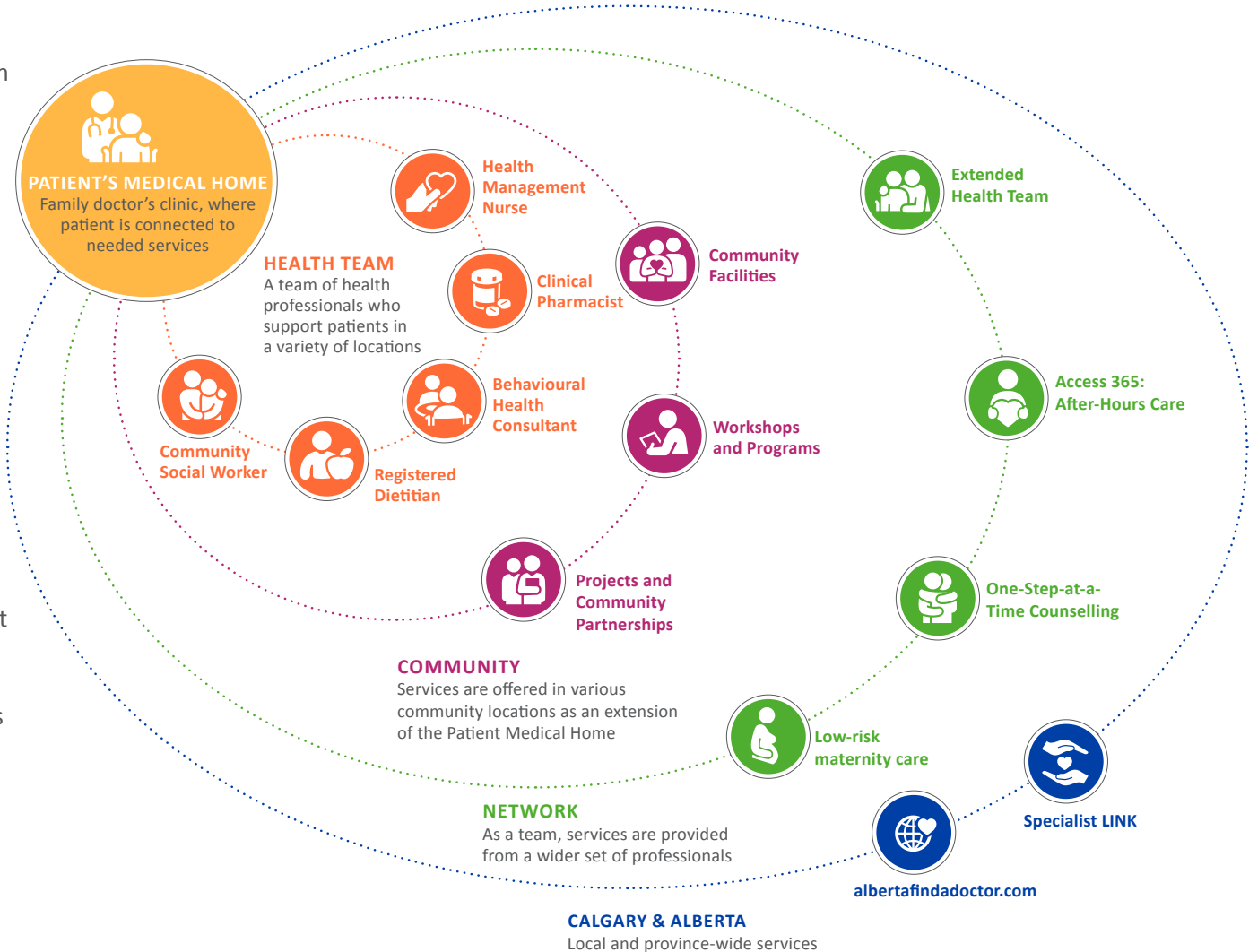
Once you have assessed the patient and determined which service is the right support:

- Complete and send in the PCN's referral form. Please ensure you provide as much information as possible so the PCN can provide your patient with the best possible care

OR

- Determine if patient self-referral is available and a better option. Patients can find contact information for Health Team, One Step at a Time, Riley Park Maternity Clinic and Workshops at cfpcn.ca.

Programs are listed in alphabetical order, or you can click on the corresponding icon to jump to its description.





Access 365 Clinic

After-hours care

You may refer to the Access 365 Clinic if your patient needs to be seen urgently within 4 – 24 hours and your clinic cannot accommodate them that day.

Located in the Riley Park Health Centre it operates from 1 to 9 p.m. on Monday, 9 a.m. to 9 p.m. Tuesday to Friday, and from 10 a.m. to 4 p.m. Saturday, Sunday and holidays. Note: hours subject to change over Christmas holidays.

For WinRho injection:

- Provide current lab results (ABO and Rh), patient's LMP & EDD, and complete Agreement: WinRho form (Physician website -> Member Information -> Forms).

If Critical/STAT Lab is anticipated:

Please identify on referral with pertinent Hx including Rx and include recommendations should result remain critical.

FAX: 403-210-1382

Continuity of care

Access 365 Clinic also supports continuity and coordination of care while physicians are ill or on vacation by providing their patients with access to a primary care team.

Operates Monday to Friday from 1 to 5 p.m.

Physicians sign up by completing the Access 365 Clinic Service Request form for each planned absence.

Once registered, an information package will be faxed to your office to assist your staff with triaging and validating your patients' medical needs. Staff will then fax referrals directly to the clinic using the Calgary Foothills PCN referral form.

Note: Access 365 CANNOT accept referrals for:

- Emergent medical issues including mental health crises
- Request for arranging diagnostic imaging (DI), specialist referral, review of lab or DI with patient
- Chronic conditions, unless the concern is new or acute exacerbation
- Casting or cast removal
- Driver's medicals or disability form completion



Case Collaboratives

Referral

Case Collaboratives are groups of health and community professionals who work collectively to support patients and families with complex health and psychosocial needs.

The case collaboratives aim to:

- Provide professionals with a central place to discuss complex cases;
- Support families with an efficient, comprehensive community health approach;
- Bring together health, social and educational partners to support the coordination of care planning.

There are four case collaboratives:

1 Cochrane Child and Youth Case

Collaboration (CCC): for families with a child or youth aged five-20 that lives or accesses services in the Cochrane area.

More information

2 NW Child and Youth Case Collaborative:

for families with a child or youth aged newborn-18 years old who lives or accesses services in NW Calgary.

More information

3 Cochrane Older Adult Case Consult Table:

for older adults 65+ or functionally geriatric who live or access services in Cochrane.

More information

4 NW Older Adult Case Collaborative:

for older adults 65+ or functionally geriatric who live or access services in NW Calgary. **More information**

Additional Information Requested

Any patient or family with multiple health and psychosocial needs that would benefit from enhanced coordination of care is appropriate for referral to the collaborative.

Referrals should include:

- Name of referring professional
- Your profession and organization
- Name of family physician and or specialist involved
- Age and gender
- Reason for review
- Requested individual(s)/ professionals to invite (i.e. who else is involved in the patient's care that would benefit from coming to the discussion)

Contact

REFERRALS:

Contact the case collaborative's administrative support:

PHONE:

403-930-9955

FAX:

403-284-9518

EMAIL:

casecollaborative@cfpcn.ca
(Please do not share identified patient information over e-mail).
Brightsquid is also available.

WEBSITE:

<https://cfpcn.ca/services/case-collaboratives/>

IMPORTANT NOTICE:

In order to share identified patient information, you must first obtain informed consent from the patient and/or their authorized representative to bring the case.

Consent forms:

Can be found online at <https://cfpcn.ca/services/case-collaboratives/>



Clinical Pharmacist

Health Team Referral

Clinical pharmacists are available to help patients with:

- Understanding prescribed and natural medications and supplements
- Managing medications for diabetes, high blood pressure and cholesterol, asthma, COPD and other conditions
- Understanding their health conditions
- Quitting smoking
- Connecting patients to community resources for further self-management support

Download our detailed referral guide for physicians. The patient's physician will be informed after the patient is seen.

Additional Information Requested

One-on-one appointments with clinical pharmacists are available to all patients of PCN physicians.

Appointments are available at the following locations. Patients can choose which location is most convenient for them, regardless of where their physician's clinic is located.

- **Cochrane Primary Care Centre**
Suite 103, 100 Grande Boulevard
- **Crowfoot Primary Care Centre**
Suite 201, 60 Crowfoot Crescent NW
- **Beddington Towne Centre**
Suite 110, 8120 Beddington Blvd NW
- **Virtual**

Some member physicians may have a clinical pharmacist located in their clinics. Find out more about qualifying for co-located health team member.

Contact

PHYSICIAN REFERRAL:

Fax a PCN referral form to 403-284-9518.

PATIENT SELF-REFERRAL:

Patients can self-refer by phoning 1-855-79-CFPCN (23726) or registering online at <https://cfpcn.ca/workshop-registration> to book an appointment.



Cochrane Behavioural Health Consultant

Health Team Referral

Behavioural health consultants offer short-term support (usually one to four sessions) to help patients with mild to moderate concerns, such as:

- Enhancing overall emotional and mental wellbeing
- Adjusting to family or lifestyle changes or transitions
- Coping with stress, anxiety or depression
- Discussing relationships, spiritual or personal concerns

More chronic and complex difficulties will likely require longer-term or specialized services. The BHC service is not suitable for patients experiencing active suicidal ideation, active psychotic symptoms, or impaired mental state.

Additional Information Requested

This Cochrane service is by physician referral **ONLY**. Patients must be attached to a Cochrane physician to access the Cochrane BHC.

Indicate the clinical question, including:

- What are your concerns?
- What have you tried?
- How can we help?

If the patient is a minor (i.e., under 18 years of age) the BHC requests meeting with the parent(s) or legal guardian(s) before meeting the minor.

Contact

FAX:

Fax a PCN referral form to 403-284-9518.

Note: We cannot accept referrals for:

- psychological assessments/reports
- medico-legal assessments for court
- completing AISH, WCB or other forms
- giving medical or pharmaceutical advice



Community Social Worker

Referral

Community social workers are available to help patients with the following:

- Access to benefits, financial resources
- Disability support
- Community resources and advocacy
- Family support
- Housing and transportation
- Older adult and caregiver support
- Mental health resources
- Support for newcomers or immigrants

Download our detailed referral guide for physicians.

The patient's physician will be informed after the patient is seen.

Additional Information Requested

Community social worker appointments are available to all patients of PCN physicians.

Appointments are available at the following locations. Patients can choose which location is most convenient for them, regardless of where their physician's clinic is located.

- **Beddington Towne Centre**
Suite 110, 8120 Beddington Blvd NW
- **Crowfoot Primary Care Centre**
Suite 201, 60 Crowfoot Crescent NW
- **Virtual**

Contact

PHYSICIAN REFERRAL:

Fax a PCN referral form to 403-284-9518.

PATIENT SELF-REFERRAL:

Patients can self-refer by phoning 1-855-79-CFPCN (23726) or registering online at <https://cfpcn.ca/workshop-registration> to book an appointment.



Extended Health Team

Referral

The Extended Health Team treats patients with a broad range of chronic health issues. The team collaborates with Calgary Foothills PCN physicians and their clinic's health team to support these complex patients.

Inclusion guidelines

The team has expertise in supporting patients who require self-management skills to manage their health conditions. Patients are seen for an episode of care in one-on-one appointments and groups.

- The Extended Health Team is designed for adults aged 18 and older who have multiple chronic health conditions, require an interdisciplinary team approach AND:
- Acute concerns have been ruled out
- Have had comprehensive medical workup and treatment and seen limited improvement
- Struggle with self-management
- Have poor coping skills

We have expertise in:

- Non-cancer chronic pain
- Irritable Bowel Syndrome
- Behaviour change
- Resource navigation
- Geriatric assessment
- Cognitive Screening
- Comprehensive cognitive screening (Multispeciality, INterprofessional Team (MINT) memory model)
- Screening in conjunction with function based home visit
- Home safety and functional issues

The team can assist with:

- Confirming a diagnosis
- Managing medications, nutrition and exercise
- Facilitating self-management skills across biopsychosocial model
- Linking patients with community resources



Extended Health Team

Additional Information Requested

Indicate the clinical question, including:

- How can we help you and your patient?
- What are your concerns?
e.g., biopsychosocial factors
- What have you tried?
e.g., diagnostic imaging, consults
- Any relevant history

Please include relevant information, such as:

- Contact person. If not patient, name and phone number of legal guardian or activated personal directive
- Allergies and medications
- Language barriers
- Health professionals seen in the medical home or through other programs
- Risks associated with home visit, if applicable
- Past cognitive screening results, if applicable

Contact

Located at Crowfoot Primary Care Centre
#201, 60 Crowfoot Crescent NW

FAX: 403-374-0354

PHONE: 403-374-0244

For urgent questions or new onset conditions consider contacting Specialist LINK or the specialist on call.

Note: We cannot accept referrals for:

- Specific health care providers/specialists only (for example, physiotherapy)
- Medical marijuana
- Ongoing supportive counselling
- Medico-legal purposes (including WCB)

Learn more about the Extended Health Team [here](#)



Health Management Nurse

Health Team Referral

Health management nurses are available to help patients with the following:

- Making healthy lifestyle choices
- Managing diabetes, high blood pressure, high cholesterol and other conditions
- Providing weight management support
- Quitting smoking and increasing physical activity
- Understanding health conditions
- Connecting patients to supports in the community

Download our detailed referral guide for physicians. The patient's physician will be informed after the patient is seen, or as appropriate.

Additional Information Requested

One-on-one appointments with health management nurses are available to all patients of PCN physicians.

Appointments are available at the following locations (subject to change). Patients can choose which location is most convenient for them, regardless of where their physician's clinic is located.

- **Cochrane Primary Care Centre**
Suite 103, 100 Grande Boulevard
- **Crowfoot Primary Care Centre**
Suite 201, 60 Crowfoot Crescent NW
- **Beddington Towne Centre**
Suite 110, 8120 Beddington Blvd NW
- **Virtual**

Some member physicians may have a health management nurse located in their clinics. Find out more about qualifying for co-located health team member.

Contact

PHYSICIAN REFERRAL:

Fax a PCN referral form to 403-284-9518.

PATIENT SELF-REFERRAL:

Patients can self-refer by phoning 1-855-79-CFPCN (23726) or registering online at <https://cfpcn.ca/workshop-registration> to book an appointment.



One-Step-at-a-Time Counselling

Referral

One-Step-at-a-Time is a free, single session counselling service for adults, couples and families. It is designed to help in one session, and may be the first step towards better mental wellness for a patient.

Clinicians address top-of-mind mental health concerns during a one hour appointment (for individuals) or a 90 minute appointment (for couples and families).

Patients can book additional appointments if needed approximately four weeks after previous session but may not see the same clinician.

Additional Information Requested

- Consent of the custodial parent or guardian is required if a child is part of the family appointment
- Patients are required to complete a pre-session questionnaire before the appointment

Contact

PATIENT SELF-REFERRAL:

Physician referral is NOT required for this service.

Patients can call the program coordinator at 1-855-79-CFPCN (23726) to book an appointment or visit <https://cfpcn.ca>.

PHYSICIAN REFERRAL:

If physicians would like to refer a patient, fax a PCN referral form to 403-284-9518. Please note: although patients' whose physician have faxed in a referral will be contacted by the program, they can also call 1-855-79-CFPCN (23726) to book their appointment.



Registered Dietitian

Health Team Referral

Dietitians are available to help adult patients with:

- Setting personal goals for healthy eating
- Managing diabetes, liver disease, heart health, and kidney conditions
- Weight concerns including unintended weight loss
- Managing digestive issues, celiac disease, micronutrient deficiencies, and food allergies and intolerances
- Nutrition during and after pregnancy

Dietitian led workshops are also available:

- Topics include diabetes/pre-diabetes, weight concerns and heart health
- They are encouraged prior to a one on one dietitian appointment

Download our detailed referral guide for nutrition services, which details which patients are better suited to group workshops or one-on-ones. The patient's physician will be informed after the patient is seen, or as appropriate.

Additional Information Requested

One-on-one dietitian appointments are available to all patients of PCN physicians.

Appointments are available at the following locations. Patients can choose which location is most convenient for them, regardless of where their physician's clinic is located.

- **Crowfoot Primary Care Centre**
Suite 201, 60 Crowfoot Crescent NW
- **Foothills Primary Care Centre**
Suite 310, 1620 29 Street NW
- **Beddington Towne Centre**
Suite 110, 8120 Beddington Blvd NW
- **Virtual**

Contact

PHYSICIAN REFERRAL:

Fax a PCN referral form to 403-284-9518.

PATIENT SELF-REFERRAL:

Patients can self-refer by phoning 1-855-79-CFPCN (23726) or registering online at <https://cfpcn.ca/workshop-registration> to book an appointment.



Riley Park Maternity Clinic

Referral

Riley Park Maternity Clinic's services include:

- Prenatal care
- Postpartum care
- Obstetrical health management nurse education and support
- Circumcision
- Physician lactation consultant
- Mental health support
- Pregnancy related MSK consults
- Occipital Nerve Blocks for Migraines in Pregnancy
- IUD/Nexplanon

Any Calgary Foothills PCN physician can access these services for their patients.

Additional Information Required

Include: All prenatal records

Verify:

- Patient understands all deliveries occur at the Foothills Medical Centre
- Patient is planning a vaginal birth

Indicate:

1 Expected date of delivery and (or last menstrual period if expected date of delivery has not yet been confirmed by first trimester ultrasound)

2 Patient's pre-pregnancy BMI

Send referral as soon as patient's pregnancy is confirmed and specify which option patient requires:

- Immediate transfer of care: as early as 10 weeks;
- Delayed transfer of care (indicate at what gestational age, in weeks, you would like to transfer care to Riley Park Maternity Clinic); or
- Shared Care: meet and greet is arranged at 20 weeks at Riley Park Maternity Clinic with transfer of care occurring at 36 weeks

Patients who are more than 36 weeks pregnant are considered on a case-by-case basis.

Lactation Consultant

Referral

Physician lactation consultants at Riley Park Maternity Clinic offer help with breastfeeding and bottle feeding issues.

Frenotomy/tongue tie services are available.

Additional Information Requested

- Please complete Breastfeeding/Bottle feeding Assessment Referral Form

Contact

FAX:

403-284-7977

PHONE:

Central referral coordinator
403-284-3711 ext. 1

Riley Park Maternity Clinic
is located at Suite 130, 1402-8th Ave. NW



Specialist LINK

Referral

Specialist LINK is a tele-advice line for family physicians in the Calgary area to contact a specialist in real time for advice about a patient.

Specialty groups that offer services through Specialist LINK are frequently added. Visit specialistlink.ca for the most up-to-date list.

This service is for non-urgent cases. For urgent cases, continue to contact the specialist on call or RAAPID South at 403-944-4486.

PRIMARY CARE CLINICAL PATHWAYS

Additional Information Requested

- Support can now be requested online at www.specialistlink.ca as well as by phone
- Specialists provide a quick response by returning a physician's request within one hour.
- Consults available Monday to Friday 8 a.m. to 5 p.m., excluding statutory holidays (chronic pain, child & adolescent and geriatric psychiatry, maternal fetal medicine, refugee health and respirology are 8 a.m. to 4 p.m.)
- Specialist can provide guidance and advice and a plan of care

Please provide the following:

- Physician's direct phone number (i.e. cell or clinic back door number)
- Patient name, age (aged 18 or older)
- Patient health care number
- Your practice ID number

Contact

WEBSITE:
specialistlink.ca

LOCAL:
403-910-2551

TOLL FREE:
1-844-962-LINK (5465)



Group Workshops

Referral

Calgary Foothills PCN offers free workshops to help patients better manage their physical and mental health.

Workshops are open to patients of PCN physicians and participants who are aged 18 or older. For virtual workshops, participants must be in the province of Alberta when attending.

Patients can self-refer to the following workshops:

- Alberta Journeying Through Grief™ — opportunity for a healthy learning process after loss
- Anxiety 101 — two-hour workshop that will teach you some basics about anxiety and tools to manage it
- Anxiety to Calm — four-week workshop to practice skills to help manage anxiety
- Ask a Dietitian — group nutrition classes for patients with either diabetes/pre-diabetes, hyperlipidemia, or weight concerns.
- COMPASS for the Caregiver — empowering caregivers
- Craving Change — developing healthier relationship with food
- Happiness Basics — learn skills to promote happiness
- Irritable Bowel Syndrome — support for those with IBS

Learn more about these workshops

Additional Information Requested

- Patients can self-refer for all workshops.
- Online booking is available.

Contact

REGISTER:

Patients can self-refer by phoning 1-855-79-CFPCN (23726) or registering online at <https://cfpcn.ca/workshop-registration>.

PHONE:

1-855-79-CFPCN (23726)

FAX:

403-284-9518

This information is subject to change. See <https://cfpcn.ca>
for the most up-to-date information.



cfpcn.ca