

Referral Form and Quick Reference Guide

CALGARY FOOTHILLS PCN

Connecting patients with the health care they need

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

HOW TO USE THE SERVICES LISTED IN THIS GUIDE

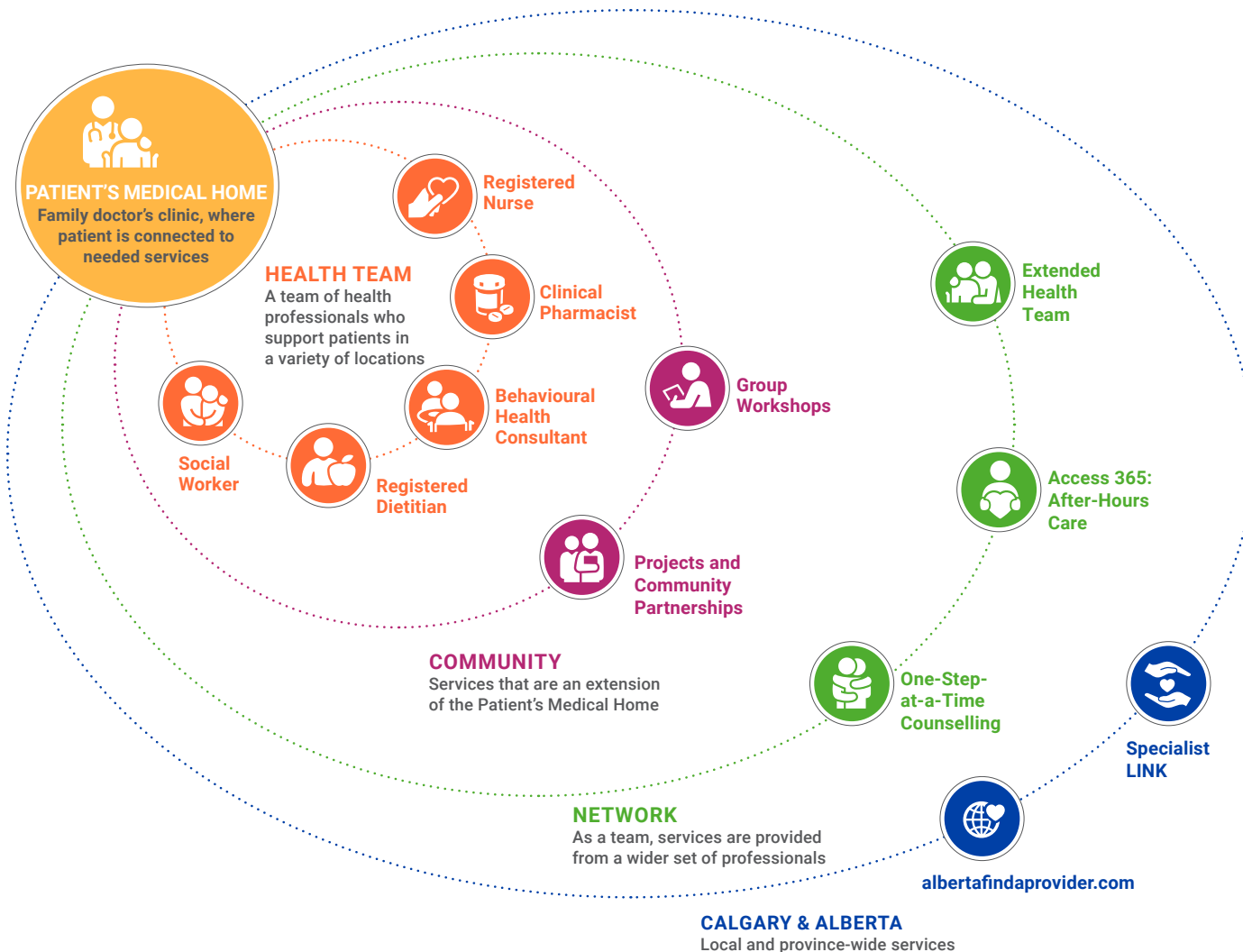
Once you have assessed the patient and determined which service is the right support:

- 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 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 semi-urgent care within 4-24 hours and your clinic cannot accommodate them that day.

Located on floor 5, 60 Uxborough Place NW, it operates from 9 a.m. to 9 p.m. Monday to Friday, and from 9:30 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 members are ill or on vacation by providing their patients with access to a primary care team.

Operates from 1 to 9 p.m. Monday to Friday, and from 10 a.m. to 4 p.m. Saturday, Sunday and holidays. (Our nurse practitioners see patients from 9 a.m. to noon every weekday except Tuesdays.)

Members 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 emergent mental health crises
- Lab/DI review with patient
- Elective/non-urgent clinic visit requests
- Prescription renewals (unless urgent extenuating circumstances)
- Request for arranging diagnostic imaging(DI)or specialist referral
- Driver's medicals
- Chronic conditions (unless new/acute exacerbation)
- Disability form completion
- Casting/cast removal



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: for families with a child or youth aged five-20 years old who 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 five-20 years old who lives or accesses services in NW Calgary.

More information

3 Cochrane Older Adult Case Collaborative:

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

More information

4 NW Calgary 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 provider
- Age and gender
- Reason for review
- If known: 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:

Referral forms are available on the physician website, or you can contact the program coordinator at the numbers below.

PHONE:

403-930-9955

FAX:

403-284-9518

EMAIL:

casecollaborative@cfpcn.ca

(Please do not share confidential information over e-mail)
Brightsquid is also available.

WEBSITE:

cfpcn.ca/services/case-collaboratives/

IMPORTANT NOTICE:

In order to share de-identified patient information, you must first obtain informed consent from the patient and/or their authorized representative to bring the case. You also have the option to present the case identified if you have not received consent.

Please reach out to the program coordinator for consent forms or support.



Clinical Pharmacist

Health Team Referral

Clinical pharmacists are available to help patients with:

- Understanding prescribed and over the counter medications and natural 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. The patient or nurse practitioner 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 members.

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

- **In-person**
Floor 5, 60 Uxborough Place NW
- **Virtual**

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

Contact

MEMBER 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 cfpcn.ca to book an appointment.



Behavioural Health Consultant

Health Team Referral

Behavioural health consultants offer short-term support (up to six 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

Cochrane patients: This service is available by physician referral only.

Calgary patients: This service is available at co-located clinics only.

Patients must be attached to a PCN member to access a 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



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 members 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
- Patients will be assessed on a case-by-case basis to determine if they meet the inclusion guidelines. If the Extended Health Team is unable to support the patient, our team will work to link the patient with an alternative program.

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:

Floor 5, 60 Uxborough Place 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](#)**



Registered Nurse

Health Team Referral

Registered nurses are available to help patients with the following:

- Set achievable health goals and learn strategies for a healthier lifestyle
- Improve your emotional and mental well-being
- Quit smoking
- Increase your physical activity
- Test for memory concerns
- Access support for diabetes, high blood pressure, high cholesterol and other conditions

The patient or nurse practitioner will be informed after the patient is seen, or as appropriate.

Additional Information Requested

One-on-one appointments with registered nurses are available to all patients of PCN members.

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

- **In-person**
Floor 5, 60 Uxborough Place NW

- **Virtual**

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

Contact

MEMBER 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 cfpcn.ca 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 their 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:

Member 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 cfpcn.ca.

MEMBER REFERRAL:

If members would like to refer a patient, fax a PCN referral form to 403-284-9518. Please note: although patients' whose provider 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

Group Workshops are available to all patients.

Patients looking for support for weight, diabetes or cholesterol are welcome to join a group workshop or book an appointment with a registered nurse prior to booking an appointment with a dietitian.

PCN registered dietitians do not see patients under 17. If a patient under 17 needs nutritional support, please refer to Alberta Health Services' Nutrition Services.

Additional Information Requested

Dietitians offer individual appointments to provide information or guidance with:

- Learning about healthy eating and nutrition
- Setting personal nutrition goals
- Improving your relationship with food
- Translating the science of nutrition into terms you can understand
- Managing digestive issues, food allergies
- Accessing practical nutrition support related to specific health conditions

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

- **In-person**
Floor 5, 60 Uxborough Place NW
- **Virtual**

Contact

MEMBER 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 cfpcn.ca to book an appointment.



Social Worker

Referral

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
- Support for patients with emerging or mild mental health symptoms

The patient or nurse practitioner will be informed after the patient is seen.

Additional Information Requested

Social worker appointments are available to all patients of PCN members.

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

- **In-person**
Floor 5, 60 Uxborough Place NW
- **Virtual**

Contact

MEMBER 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 cfpcn.ca to book an appointment.



Specialist LINK

Referral

Specialist LINK is a tele-advice line for family physicians and nurse practitioners 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 specialistlink.ca
- Specialists provide a quick response by returning a provider'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:

- Primary care provider'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



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 members 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:

- **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, cholesterol basics, or best weight.
- **Craving Change** – understanding your eating behaviour
- **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 cfpcn.ca.

PHONE:

1-855-79-CFPCN (23726)

FAX:

403-284-9518

This information is subject to change.
See cfpcn.ca for the most up-to-date information.



cfpcn.ca

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