

How Health Care Works – Finding Help

Health Care means services from doctors and hospitals

Who can get Health Care in Canada?

- All permanent residents
- You need a health care insurance card.
- In Alberta this card is called the Alberta Personal Health Card
- To get a card in Calgary, call 310-0000 for locations
- **Always keep your card with you**

Does Health Care Cost Money?

- The Alberta Personal Health card is free
- Most services of doctors and hospitals are covered
- Some services are not covered. For example from dentists and eye doctors.
- Seniors may get optical and dental help. Go to the Seniors Information Office at Kerby Centre, 1133 – 7 Avenue S.W.

How to get advice if you are sick

Call Calgary Health Link 403-943-5465

403-943-1554 (Cantonese), 403-943-1556 (Mandarin)

- 24 hours, 7 days a week
- Free
- If you need an interpreter, say the name of your language, in English
- Wait for the interpreter

For on-line health information in various languages go to:

http://www.calgaryhealthregion.ca/programs/diversity/multilingual_health_services.htm

Medical Interpreters

- Free in hospital or Alberta Health Services programs (community health centres, home care etc.)
- Specially trained
- They will not tell others about you. This is confidential
- To get an interpreter, ask the nurse or doctor or
- Get a friend who speaks English to call 403-944-0202.

“I Speak” Cards

- Carry a card that says what language you speak

- See sample below
- Go to the website to get your card

http://www.calgaryhealthregion.ca/communications/diversity/multi_welcome.htm



Where to go for Health Care in Calgary

Family Doctors

- For general concerns about your health or if you do not feel well
- You need an appointment
- Call to cancel if you can't make your appointment. You might get charged a fee if you don't.
- Have your Alberta Personal Health Card with you
- For family doctors accepting new patients call Calgary Health Link 403-943-5465

Walk-In Clinics

- Use if you do not have your own doctor or can't get to see your doctor
 - No appointment needed – you can walk in
 - Wait your turn
 - Open evenings and weekends
 - Have your Alberta Personal Health Card with you
- For a list of walk-in clinics, go to www.informalberta.ca and search for “walk-in clinics.”

Urgent Care Centres

- For serious health problems that need attention right away. Not for emergencies
- Ask for an interpreter if needed
- Have your Alberta Personal Health Card with you
- No appointment needed, but hours vary. Call first.

Sheldon M. Chumir Health Centre

1213 - 4 Street S.W. (403) 955-6200

South Calgary Health Centre

31 Sunpark Plaza S.E. (403) 943-9300

Emergency Departments at Hospitals

- For emergencies like stroke, heart attack, serious injuries
- Have your Alberta Personal Health Card with you
- Ask for an interpreter if needed
- Sickest people are seen first

Emergency Departments at Calgary Hospitals:

Alberta Children's Hospital (for children 17 and under)
2888 Shaganappi Trail NW
Phone: (403) 955-7211

Foothills Medical Centre
1403 - 29 Street NW
Phone: (403) 944-1110

Peter Lougheed Centre
3500 - 26 Avenue NE
Phone: (403) 943-4555

Rockyview General Hospital
7007 – 14 Street S.W.
Phone: (403) 943-3000

How to Get to the Emergency Department

- Call 911 for an ambulance. An ambulance is for emergencies only.
- The ambulance trip is free for people over 65
- People under 65 will be billed later
- No one is refused ambulance service because they can't pay.

Medical Tests

- Your doctor will decide if you need a medical test
- The doctor's office will give you a form for the test
- The locations of the testing sites (laboratories) are on the form
- Some tests require an appointment
- Pay attention to the instructions on the form. Sometimes you are not supposed to eat or drink before a test.
- Ask your doctor if you do not understand
- The tests results will be sent to your doctor

Privacy and Confidentiality

- It is the law in Canada that health information must be kept private
- Doctors and nurses must have your permission to tell anyone else about your health status

This also means if a relative of yours has been admitted to hospital, staff will not give you any information without your relative's permission.

How to Talk to the Doctor

In Canada adults have the right to make decisions about their health care. It's okay to ask your doctor or nurse questions.

A patient should:

- Tell their doctor about their health concerns
- Ask questions if not sure
- Speak with their doctor about treatment choices and risks
- Make health care or treatment decisions

A doctor should:

- Tell people about their diagnosis and treatment choices
- Answer health questions and give information
- Respect a patient's health care decisions

Making Health Decisions in Advance

- If you get sick and cannot speak for yourself, how will your family or the hospital know what kind of medical treatment you would like?
- You can choose someone to act for you, in advance
- A Personal Directive can solve this problem
- For sample forms go to www.seniors.gov.ab.ca/opg/PersonalDirectives/

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