

EDMONTON ZONE

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ZONE STATS...

Population 1.2 million

Life Expectancy 81.9 years

Median Age in Edmonton Zone 36.1 years

Percentage of Seniors nearly 12 per cent is 65 years and older

Hospitals 14

AHS Employees 32,657

Physicians 2,659

Volunteers 2,680

Additional Information The Edmonton Zone is home to the capital of the province of Alberta and hosts specialty referral services including organ transplantation coverage for northern Alberta, Canada's north and north-eastern BC. The Edmonton Zone also provides pediatric transplant services for patients from across western Canada.

DID YOU KNOW...

- Edmonton offers Urgent Care on evenings, weekends and holidays at the East Edmonton Health Centre.
- The Edmonton Zone is planning for the future - into the year 2030, with a long-term service and infrastructure plan and updated master plan for hospitals that will ensure the health service needs of the population are met now and into the future.
- A newly renovated Edmonton Oilers Ambulatory Care Clinic at the Stollery Children's Hospital is designed with a focus on family centred care. The new space supports the shift in care delivery from inpatient to outpatient care and allows for a 30 per cent growth in the volume of children served.
- Birth rates in Edmonton continue to rise. There is an average of over 50 babies born each day in Edmonton. That's enough to fill one yellow school bus. Compared to five years ago, births have grown by 14 per cent - that's 44 more school buses filled with children.
- Paramedics and mental health professionals work in partnership to offer crisis help in the community. Crisis Response and EMS (CREMS) is a pilot program that teams a paramedic and a mental health therapist/nurse who work collaboratively with mental health crisis services and other addiction and mental health programs effectively engaging clients' to meet their needs and provide treatment in the community avoiding unnecessary trips to the Emergency Department.
- End of life supports for patients and families have increased with the Palliative Care and Treat-in Place program that helps EMS collaborate with EMS, Continuing Care and family physicians to help patients stay in their home and avoid emergency department visits and hospital admissions. As well, a new palliative and end of life care website has been launched to make more information readily available to patients, families and health care providers - palliative.care@ahs.ca



KNOW YOUR OPTIONS



When you need health care, you have many options. Knowing your options will help you get the care that's best for you.

Alberta Health Services offers programs and services at over 400 facilities throughout the province, including hospitals, clinics, continuing care facilities, mental health facilities and community health centres. Our skilled and dedicated health professionals promote wellness and provide health care every day to over four million Albertans.

Find out what Alberta Health Services offers in your local area and how you support your health.

www.ahs.ca/options

HEALTH CARE OPTIONS AND INFORMATION

811 Health Link Health Advice 24/7
Call Health Link at 811 for health advice and information across Alberta. Access is 24-hours, 7 days a week and provides support by experienced registered nurses and other healthcare professionals.

FAMILY DOCTOR
Your best option for on-going health needs. Family Doctors can diagnose and treat most medical issues, and can help manage chronic illness and mental health issues.

URGENT CARE CENTRES
Extended hour access for unexpected, non-life-threatening health concerns, such as broken bones, pain, infections and cuts.

FAMILY CARE CLINICS
Extended hours care, especially for those who need a family physician, have chronic diseases, or addiction or mental health needs.

WALK-IN CLINICS
Some communities have walk-in clinics that often don't require an appointment. Many offer extended hours.

PHARMACISTS
Renew prescriptions, assess minor condition symptoms, offer treatment or refer you to the most appropriate treatment location.

MyHealth.Alberta.ca
This website has trustworthy health information and useful health tools, including a symptom checker.

AHS apps for iPhone and Android
Use your phone to find hospitals, facilities, programs & services in your area. Emergency wait times are available for the Calgary and Edmonton areas.

ALPHABETICAL LISTING OF SERVICES BY COMMUNITY • EDMONTON ZONE

For more information about health care options, programs and services, contact your local facility at the numbers provided below. Many programs and services, such as Addiction & Mental Health and Public Health, are available through your local health centre.

BEAUMONT

Beaumont Health Centre 780-929-4822

DEVON

Devon General Hospital 780-342-7000
(24-Hour Emergency Department)

Devon Public Health Centre 780-342-7069

EDMONTON

Alberta Hospital Edmonton 780-342-5555
Birth Control Centre 780-735-0010

Bonnie Doon Public Health Centre (24 hours)
780-342-1520

CK Hui Heart Centre 780-735-4111

Cross Cancer Institute 780-432-8771

East Edmonton Health Centre 780-342-4719
East Edmonton Public Health Centre 780-342-4719
Family Care Clinic 780-342-4700
Urgent Care (5pm to 10:30pm, Mon to Fri,
3pm to 10:30 pm, Sat, Sun & Holidays)

Glenrose Rehabilitation Hospital 780-735-7999

Grey Nuns Community Hospital (Covenant Health)
780-735-7000
(24-Hour Emergency Department)

Kaye Edmonton Clinic 780-407-5000

Lois Hole Hospital for Women 780-735-4111

Mazankowski Alberta Heart Institute 780-407-8407

Mill Woods Public Health Centre 780-342-1660

Misericordia Community Hospital (Covenant Health)
780-735-2000
(24-Hour Emergency Department)

Northeast Community Health Centre 780-342-4000
(Emergency Department)
Public Health Centre 780-342-4020

Northgate Health Centre 780-342-2800

Royal Alexandra Hospital 780-735-4111

(24-Hour Emergency Department)

Rutherford Health Centre 780-342-6800

Stollery Children's Hospital 780-407-8822

(24-Hour Emergency Department)

Twin Brooks Public Health Centre 780-342-1560

University of Alberta Hospital 780-407-8822

(24-Hour Emergency Department)

West Jasper Place Public Health Centre

780-342-1234

Woodcroft Public Health Centre 780-342-1600

EVANSBURG

Evansburg Health Centre 780-727-2288

FORT SASKATCHEWAN

Fort Saskatchewan Community Hospital

780-998-2256

(24-Hour Emergency Department)

Sherritt Health Services Centre

780-342-2366

GIBBONS

Gibbons Health Centre 780-342-2660

LEDUC

Leduc Community Hospital 780-986-7711

(24-Hour Emergency Department)

Leduc Health Centre 780-980-4644

MORINVILLE

Morinville Health Centre 780-342-2600

SHERWOOD PARK

Strathcona Community Hospital 780-449-5380

(24-Hour Emergency Department)

Strathcona County Health Centre 780-342-4600

SPRUCE GROVE

Spruce Grove Health Centre 780-342-1301

ST. ALBERT

Sturgeon Community Hospital 780-418-8200

(24-Hour Emergency Department)

St. Albert Public Health Centre 780-459-6671

STONY PLAIN

WestView Health Centre 780-968-3600

(24-Hour Emergency Department)

Public Health Centre 780-968-3700

THORSBY

Thorsby Health Centre 780-789-4800

IMPORTANT NUMBERS

ADDICTION SERVICES HELP LINE (24 HOURS)

1-866-332-2322

ALBERTA QUILTS HELPLINE (8:00 AM-8:00 PM)

Tobacco 1-866-710-7848

EMERGENCY SERVICES (24 HOURS)

Ambulance/Fire/Police 911

HEALTH LINK 811

24/7 health advice

MENTAL HEALTH HELP LINE (24 HOURS)

1-877-303-2642 – Inpatient, Outpatient, Hospital, Day programs and addictions services are offered in-support homes, hospitals and in the community with programs specific to seniors, adults, teens and children.

POISON AND DRUG INFORMATION SERVICE / MEDICATION AND HERBAL ADVICE LINE (24 HOURS)

1-800-332-1414

PRIMARY CARE NETWORKS

Many family physicians in Alberta are part of a Primary Care Network (PCN). A PCN generally includes a group of family doctors working together with a team of other health professionals such as nurses, dietitians and pharmacists to provide care to a defined group of patients.

Services offered by some PCNs might include complex chronic disease support and clinics for patients who are not attached to a family doctor. Some PCNs also provide after-hours options. Today, Alberta has 2 Primary Care Networks and more in development. For more information go to pcnpsc.ca

ALBERTA HEARTLAND PCN 780-997-0046
(serving Fort Saskatchewan)

EDMONTON NORTH PCN 780-473-7131

EDMONTON OLIVER PCN 780-701-5393

EDMONTON SOUTHSIDE PCN 780-395-2626

EDMONTON WEST PCN 780-702-6860

LEDUC BEAUMONT DEVON PCN 780-986-6624

SHERWOOD PARK STRATHCONA COUNTY PCN
780-410-8000

ST. ALBERT & STURGEON COUNTY PCN
780-419-2214

WESTVIEW PCN 780-960-9533 (serving Spruce Grove, Stony Plain and Parkland County)

CONTINUING CARE FACILITIES

Continuing care in Alberta includes home care, supportive living, long-term care, hospice and end of life care. Alberta Health Services has programs, services and supports to help Albertans of all ages lead active and fulfilling lives, close to home.

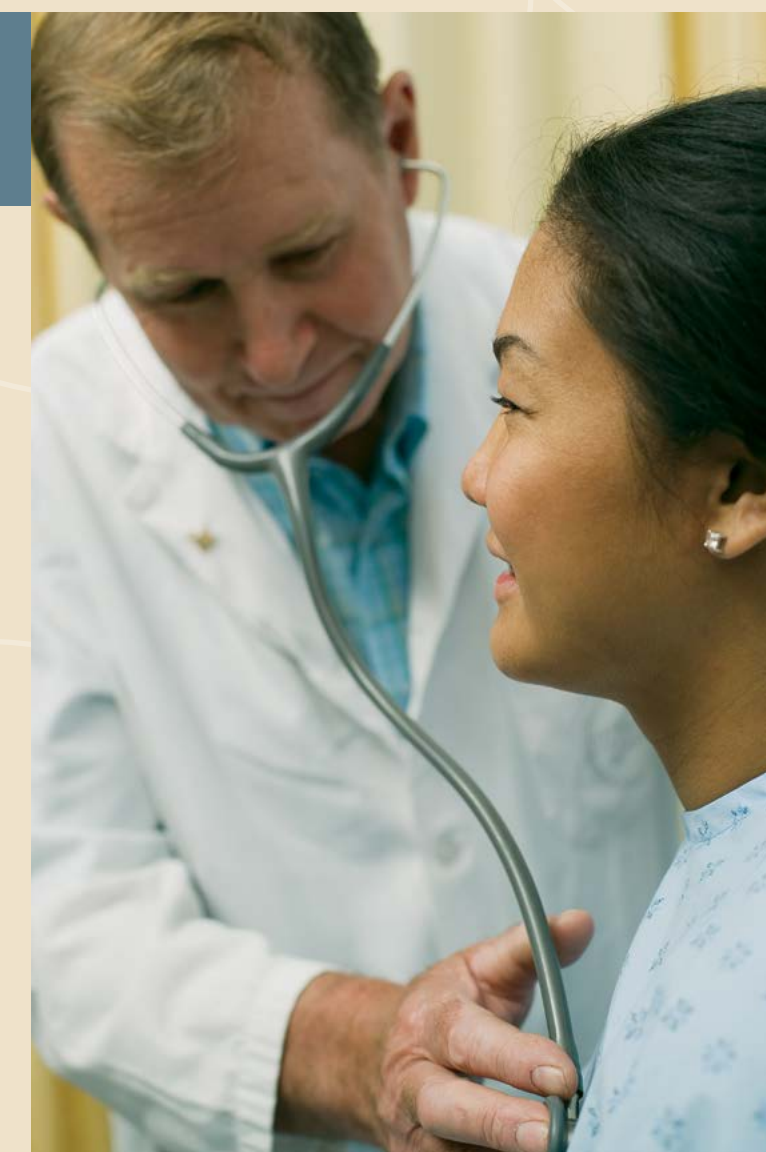
HOME CARE provides health care services and supports to help people remain in their own homes for as long as possible.

SUPPORTIVE LIVING facilities provide care to help people live with as much independence as their abilities allow. AHS works with the sites to ensure the client's health care needs are met.

LONG-TERM CARE provides services for people with complex health care needs who can no longer be safely cared for at home or in a supportive living facility.

NEED HELP? HAVE CONCERNS?

Call Health Link at 811 or visit www.ahs.ca/continuingcare



HEALTH CARE mapping out in your community



IMPORTANT CONTACTS

HEALTH LINK 811

AHS ONLINE

www.ahs.ca is your online source for health care information, services, news and more.



EDMONTON ZONE



ALBERTA HEALTH SERVICES EDMONTON ZONE

LEGEND OF SERVICES

Emergency Departments. 24-hour care – If you are concerned that you are seriously ill or injured, go to the nearest emergency department. Patients with potentially life-threatening conditions should immediately phone 911.

Urgent Care Centres. Urgent care centres provide extended hours access for unexpected but non-life-threatening health concerns that require same day or evening treatment. Patients coming to urgent care centres may arrive on their own, or be transported there by ambulance.

Hospitals. These are AHS and AHS partner facilities for treating urgent, complex or other health needs on an inpatient basis. Some sites may provide hospital care, continuing care or community health care from one site, called a Health Centre. (Partner facilities are denoted in brown.)

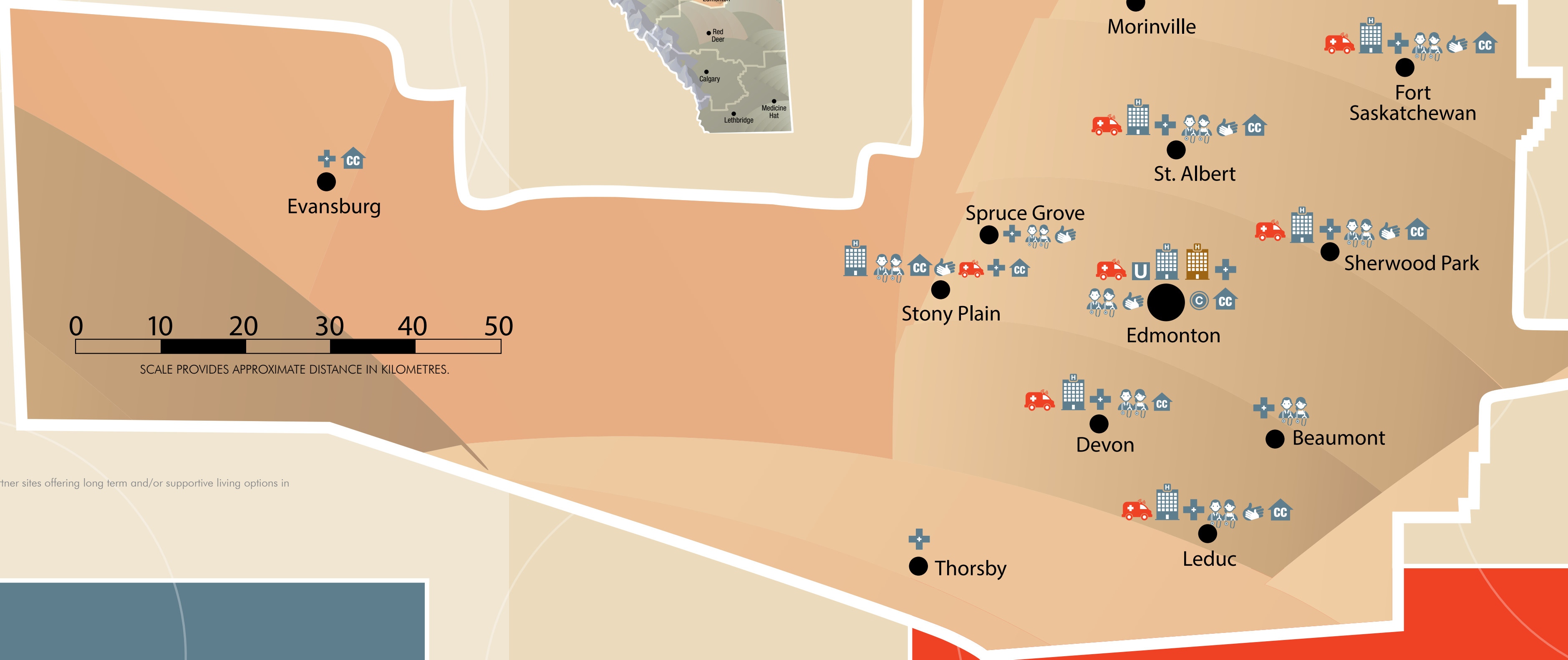
Community and Public Health Services. These facilities provide a wide range of health services which may include prenatal, postpartum, health promotion/disease and injury prevention, bereavement services, communicable disease and school health, and many other community care, public health and wellness programs.

Primary Care Networks. Many family physicians in Alberta are part of a Primary Care Network (PCN) – a group of family doctors working together with a team of other health professionals such as nurses, dietitians and pharmacists to provide care to a defined group of patients.

Addiction and/or Mental Health Services. These facilities and programs are for the treatment and care of people with mental health or addiction challenges.

Cancer Care Centres. AHS offers a variety of programs, services and facilities that work with those affected by cancer, as well as provide programs to help Albertans reduce their risk of developing cancer. For more information on the services available in your community, call the Cross Cancer Institute at 780-432-8771.

Continuing Care. These are AHS or AHS partner sites offering long term and/or supportive living options in this community.



We have a passion for your health. It's why we do what we do. We know that you are passionate about good health, too. Your opinions, concerns and questions matter.

So, we've launched a project called Passion for Health where we can have face-to-face conversations with Albertans; share information on the health topics that interest you; and help you find the resources you need to be healthy.

Through our Passion for Health project, we are attending your community events, inviting you in to our facilities through open houses to see what happens behind the scenes, hosting information sessions called "Apple Talks" and we are providing health information through a blog.

We also have a series of "Because You Cared" videos that have given Albertans a way to say thank you to the health providers who have made a significant difference in their lives.

Look for AHS staff and physicians in our Passion for Health booths at festivals and community events, and at Apple Talk forums, near you.

Share your passion for health with us and visit our Passion for Health website at www.ahs.ca/passionforhealth to find out more.

HEALTH ADVISORY COUNCILS

Health Advisory Councils (HACs) are focused on one thing: listening to your thoughts and ideas on health care in Alberta. The Greater Edmonton Health Advisory Council is located in the Edmonton Zone. The council's role is to act as a channel for information and feedback, and provide advice to Alberta Health Services. For more information about the councils, please visit www.ahs.ca/hac.asp

FOUNDATIONS

Local health foundations work in your communities, raising funds to improve health care delivery where you live. To support your local foundation, email FoundationRelations@ahs.ca, or visit www.ahs.ca/give



If you are experiencing a life-threatening emergency, call **911** or go immediately to the nearest emergency department.

PATIENTS AND THEIR FAMILIES ARE THE CENTRE OF EVERYTHING WE DO AND EVERY DECISION WE MAKE.