



CALGARY ZONE

# ZONE STATS...

- Population** 1.5 M
- Life Expectancy** 83.5 years
- Hospitals** 14
- Physicians** 3,076
- AHS Employees** 37,000
- Volunteers** 4,623
- Meals Served** 3.2 M per year
- Size** 39,300 km<sup>2</sup>

## DID YOU KNOW...

- In the 2014/15 influenza season, 511,151 Calgary Zone residents were immunized against influenza... that's more than in any other Zone.
- There are approximately 490,000 Emergency Visits and over 19,000 births each year in the Calgary Zone.
- Over 78,000 MRI exams, 541,000 x-rays, and 28.4 million lab tests are performed each year in the Calgary Zone.
- AHS is significantly expanding continuing care and will add 669 beds in the Calgary Zone in 2015, and another 720 spaces next year.
- Health Link receives over 325,500 calls each year in the Calgary Zone.



## ALPHABETICAL LISTING OF SERVICES BY COMMUNITY • CALGARY 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, or by visiting [albertahealthservices.ca](http://albertahealthservices.ca).

### AIRDRIE

- Airdrie Mental Health Clinic  
Addiction & Mental Health 403-948-3878
- Airdrie Community Health Centre  
Community Health Services 403-912-8400  
Urgent Care (8:00 a.m. – 10:00 p.m.) 403-912-8500

### BANFF

- Banff Community Health Centre 403-762-2990  
Addiction & Mental Health 403-762-4451  
Community Health Services 403-762-2990
- Banff Mineral Springs Hospital  
403-762-2222  
(24-Hour Emergency Department)

### BLACK DIAMOND

- Oilfields General Hospital 403-933-2222  
(24-Hour Emergency Department)  
Addiction & Mental Health 403-933-3800  
Community Health Services 403-933-6505

### CALGARY

- Acadia Community Health Centre 403-944-7200
- Alberta Children's Hospital 403-955-7211  
(24-Hour Emergency Department)
- East Calgary Health Centre  
Community Health Services 403-955-1250
- East Calgary Family Care Clinic 403-955-1400
- Foothills Medical Centre 403-944-1110  
(24-Hour Emergency Department)
- North Hill Community Health Centre 403-944-7400
- Peter Lougheed Centre 403-943-4555  
(24-Hour Emergency Department)
- Rockyview General Hospital 403-943-3000  
(24-Hour Emergency Department)
- Shaganappi Community Health Centre 403-944-7373
- Sheldon M. Chumir Health Centre 403-955-6200  
Addiction & Mental Health 403-955-6200  
Community Health Services 403-955-1250  
Urgent Care (24 hours) 403-955-6200
- South Calgary Health Centre 403-943-9410  
Addiction & Mental Health 403-943-9300  
Community Health Services 403-943-9500  
Urgent Care (8:00 a.m. – 10:00 p.m.) 403-943-9300
- South Health Campus 403-956-1111  
(24-Hour Emergency Department)
- Thornhill Community Health Centre 403-944-7500
- Tom Baker Community Cancer Centre 403-521-3723
- Village Square Community Health Centre 403-944-7000

### CANMORE

- Canmore Community Cancer Centre 403-678-5536
- Canmore Community Health Centre 403-678-5656  
Canmore Community Health Services 403-678-5656
- Canmore General Hospital 403-678-5536  
(24-Hour Emergency Department)
- Bow Valley Mental Health Clinic  
Addiction Services 403-678-3133  
Mental Health 403-678-4696

### CHESTERMERE

- Chestermere Community Health Centre  
Addiction & Mental Health 403-365-5400

### CLARESHOLM

- Claresholm Centre for Mental Health & Addictions  
403-682-3500
- Claresholm Community Health Centre  
Community Health Services 403-625-4061
- Claresholm General Hospital 403-682-3700  
(24-Hour Emergency Department)
- Claresholm Mental Health Clinic  
Addiction & Mental Health 403-625-4068  
Lander Treatment Centre 403-625-1395

### COCHRANE

- Cochrane Community Health Centre  
Addiction & Mental Health 403-851-6100  
Community Health Services 403-851-6100  
Urgent Care (8:00 a.m. – 10:00 p.m.) 403-851-6000

### DIDSBURY

- Didsbury District Health Services 403-335-9393  
(24-Hour Emergency Department)  
Addiction & Mental Health 403-335-7285  
Community Health Services 403-335-7292

### HIGH RIVER

- High River Addiction & Mental Health Clinic  
Addiction & Mental Health 403-652-8340
- High River Community Cancer Centre 403-652-2200
- High River General Hospital 403-652-2200  
(24-Hour Emergency Department)
- High River Public Health Centre 403-652-2200  
Community Health Services 403-652-5450

### NANTON

- Nanton Community Health Centre  
Addiction & Mental Health 403-646-2277  
Community Health Services 403-646-2218

### OKOTOKS

- Okotoks Health & Wellness Centre 403-955-2600  
Addiction & Mental Health 403-955-2712  
Community Health Services 403-955-6200  
Urgent Care (8:00 a.m. – 10:00 p.m.) 403-995-2600

### STRATHMORE

- Strathmore District Health Services 403-361-7000  
(24-Hour Emergency Department)
- Strathmore Mental Health Unit  
Addiction & Mental Health 403-361-7277
- Strathmore Public Health Unit  
Community Health Services 403-361-7200

### VULCAN

- Vulcan Community Health Centre 403-485-3333  
(24-Hour Emergency Department)  
Community Health Services 403-485-2285  
Mental Health Services 403-485-2285

## 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.

The Calgary Zone has 48 continuing care facilities with over 2,553 beds across the zone. This includes:

**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](http://www.ahs.ca/continuingcare)

## IMPORTANT NUMBERS

**ADDITION 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

**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, nurse practitioners, 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 [pcnppo.ca](http://pcnppo.ca)

**BOW VALLEY PCN** 403-675-3000 (also serving Banff, Canmore, Exshaw, Morley)

**CALGARY FOOTHILLS PCN** 403-284-3726 (serving Northwest Calgary and Cochrane)

**CALGARY RURAL PCN** 403-968-3753 (serving Black Diamond, Bragg Creek, Chestermere, Claresholm, Eden Valley a community of the Stoney First Nation, High River, Lake Louise, Langdon, Nanton, Okotoks, Siksiika First Nation, Strathmore and Vulcan)

**CALGARY WEST CENTRAL PCN** 403-258-2745

**HIGHLAND PCN** 587-360-1702 (serving Airdrie, Carstairs, Crossfield, Didsbury and surrounding areas)

**MOSAIC PCN** 403-250-5059 (serving East Calgary)

**SOUTH CALGARY PCN** 403-256-3222



## 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](http://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, 7days 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.

## IMPORTANT CONTACTS

HEALTH LINK 811

**AHS ONLINE**  
[www.ahs.ca](http://www.ahs.ca) is your online source for health care information, services, news and more.



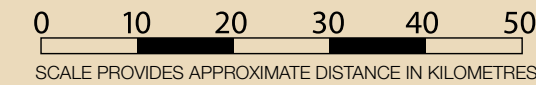
CALGARY ZONE




# ALBERTA HEALTH SERVICES CALGARY 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. **Urgent Care may only offer limited hours. Please check with your local facility to confirm hours of operation.**
-  **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 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 Tom Baker Cancer Centre (in Calgary) at 403-521-3723.
-  **Continuing Care.** These are AHS or AHS partner sites offering long term and/or supportive living options in this community.



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



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](http://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 Prairie Mountain Health Advisory Council is located in the Calgary Zone. The council's role is to act as a channel for information and feedback sharing, and provide advice to Alberta Health Services. For more information about the councils, please visit [www.albertahealthservices.ca/hac.asp](http://www.albertahealthservices.ca/hac.asp)

## FOUNDATIONS AND TRUSTS

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](mailto:FoundationRelations@ahs.ca), or visit [www.ahs.ca/give](http://www.ahs.ca/give)

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