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EDMONTON ZONE



Population 1,186,121

Life Expectancy 81.8 years Hospitals 13 AHS Employees 30,760 Meals Served Over 2.5 M each year

Communities Served Beaumont, Devon, Edmonton, Evansburg, Fort Saskatchewan, Gibbons, Kapasiwin, Leduc, Morinville, St. Albert, Sherwood Park, Spruce Grove, Stony Plain, and Thorsby

Additional Information Serving a population of 1.1 million, 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. Additionally, the Edmonton Zone provides pediatric transplant services for patients from across Western Canada.

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 780-342-1520 CK Hui Heart Centre 780-735-4111 Cross Cancer Institute 780-432-8771

East Edmonton Health Centre 780-342-4719 Family Care Clinic 780-342-4700

Urgent Care (5:00 p.m. to 10:30 p.m., Monday to Friday and 3:00 p.m. to 10:00 p.m. weekends and statutory 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 780-342-4020 24-Hour Emergency Department 780-342-4000

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) Fort Saskatchewan Public Health 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

Health First Strathcona 780-449-5380 Urgent Care (5:30 p.m. to Midnight, 7 days/week) Strathcona Community Hospital (under construction) (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 780-968-3700 (24-Hour Emergency Department)

THORSBY

Spruce Grove Health Thorsby Health Centre 780-789-4800

CONTINUING CARE FACILITIES

Alberta Health Services, along with service providers, offer a broad range of continuing care options, including home care, supportive living and long-term care throughout the province. If you require continuing care, please contact your local home care office for facilities and services available in your area.

EDMONTON

Allen Gray Continuing Care Centre 780-469-2371 CapitalCare Dickinsfield 780-371-6500 CapitalCare Grandview 780-496-1300 CapitalCare Lynnwood 780-341-2300 CapitalCare Norwood 780-496-1300 Devonshire Care Centre 780-496-1300 Dianne and Irving Kipnes Centre for Veterans 780-442-5720 Edmonton General Continuing Care Centre (Covenant Health) 780-342-8000 Extendicare Holyrood 780-469-1307

Extendicare Somerset 780-472-1106 Good Samaritan Dr. Gerald Zetter Care Centre 780-431-3631

Good Samaritan Mill Woods Centre 780-413-3501 Good Samaritan Place 780-413-3500

HEALTH LINK Toll-free: 1-866-408-LINK (5465) AHS ONLINE www.albertahealthservices.ca is your online

IMPORTANT CONTACTS

HEALTH CARE

mapping out

Services

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in your community

source for health care information, services, news and more. Check us out!

WHAT'S RIGHT 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 approximately 3.8 million Albertans.

Get the health care that's right for you, in your community!

EDMONTON

ZONE

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DID YOU KNOW...

Edmonton now offers Urgent Care on evenings, weekends and holidays at the East Edmonton Health Centre.

The Glenrose Rehabilitation Hospital received the prestigious 2012 national 3M Health Care Quality Team Award from the Canadian College of Health Leaders for their innovative Service Access Redesign Project that has increased access to Rehabilitation Care for patients.

A Family Care Clinic at the East Edmonton Health Centre increases access to primary health care services for residents who require a family physician, have chronic diseases and/or addiction and mental health needs.

The Stollery Children's Hospital has enhanced communication between patients, families and staff through a whiteboard initiative that allows families to

leave comments and questions in a form of ongoing correspondence with staff. The Stollery's Family Centered Care (FCC) Council adopted the idea after learning of the success of similar projects at children's hospitals both in Canada and abroad.

The Edmonton Zone is planning for the future – into the year 2030, with a long-term service and infrastructure plan that will ensure the health service needs of the population served by the zone are met now and into the future.

The Kaye Edmonton Clinic is now serving the Edmonton Zone and northern Alberta. The new ambulatory care centre will improve patient care, research and education through specialist and diagnostic ambulatory services in a fully-integrated complex.

Continuing Care Facilities cont...

Good Samaritan Southgate Care Centre 780-431-3854 Good Samaritan Wedman Village Homes 780-413-3520 Hardisty Care Centre 780-466-9267 Jasper Place Continuing Care Centre 780-489-4931

Jubilee Lodge Nursing Home 780-469-4456 Kensington Village Continuing Care Centre 780-447-3840

Laurier House Lynnwood 780-413-4712 McConnell Place North 780-496-1300 McConnell Place West 780-413-4770

Mill Woods Shepherd's Care Centre 780-463-9810 Miller Crossing Care Centre 780-478-9212 Rutherford Retirement Residence 780-432-6908 South Terrace Continuing Care Centre 780-434-1451 St. Joseph's Auxiliary Hospital 780-430-9110 St. Michael's Long Term Care Centre 780-473-5621 Touchmark at Wedgewood 780-496-1300 Venta Care Centre 780-476-6633

LEDUC

Extendicare Leduc 780-496-1300 Salem Manor Nursing Home 780-496-1300 Telford House 780-986-6160

FORT SASKATCHEWAN Rivercrest Care Centre 780-496-1300

MORINVILLE

Aspen House 780-939-7482

SHERWOOD PARK

CapitalCare Strathcona 780-467-3366 Sherwood Care Centre 780-467-2281 Strathcona Alzheimer Care Centre 780-467-3366 Whitecroft Community Hall 780-416-7678

ST. ALBERT

Citadel Care Centre 780-458-3044 Youville Home (Covenant Health) 780-460-6900

STONY PLAIN

Good Samaritan Society Stony Plain Care Centre 780-496-1300

IMPORTANT NUMBERS

ADDICTION SERVICES HELP LINE (24 HOURS) 1-866-332-2322

ALBERTA QUITS HELPLINE (8:00 AM-8:00 PM) Tobacco 1-866-710-7848

COMMUNITY CARE ACCESS (24 HOURS) 780-496-1300 (Central Intake) Offers a single point of access for community and home care services. Staff are available 24 hours a day, 7 days a week to provide

Important Numbers cont...

screening and referral services. Community Care Access handles calls from Home Care clients after regular business hours.

EMERGENCY SERVICES (24 HOURS) Ambulance/Fire/Police 911

HEALTH LINK ALBERTA 24/7 HEALTH ADVICE For health advice or information, contact Health Link Alberta to speak to a registered nurse 24 hours a day, seven days a week at 780-408-LINK (5465) or, outside the local calling area, call toll-free 1-866-408-LINK.

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 40 Primary Care Networks and more in development.

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)



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 when and where you need it. Each community in Alberta offers a range of health care services and programs.

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

WHERE CAN YOU GO FOR **HEALTH INFORMATION?**

Call Health Link Alberta at 1-866-408-LINK (5465) for health advice and information through a toll-free phone number to all Albertans. Access is 24-hours, 7-days a week and support is provided by experienced registered nurses and other health care professionals.

Visit **albertahealthservices.ca** to find out up-to-the-minute information about health care in Alberta.

- Download the **AHS App** to carry AHS services and information at your fingertips.
- Find estimated wait times at emergency departments and urgent care centres in Edmonton and Calgary at albertahealthservices.ca/ emergencywaittimes.ca
- Find AHS facilities and services in your area with the **Health Care Locator** at albertahealthservices.ca/FacilitySearch or the AHS mobile app for iPhones and Android phones.
- Go to **MyHealth.Alberta.ca** for trustworthy health information and useful health tools.
- Call **PADIS** (Poison and Drug Information Service) at 1-800-332-1414 for free, confidential poison, chemical, medication and herbal advice.

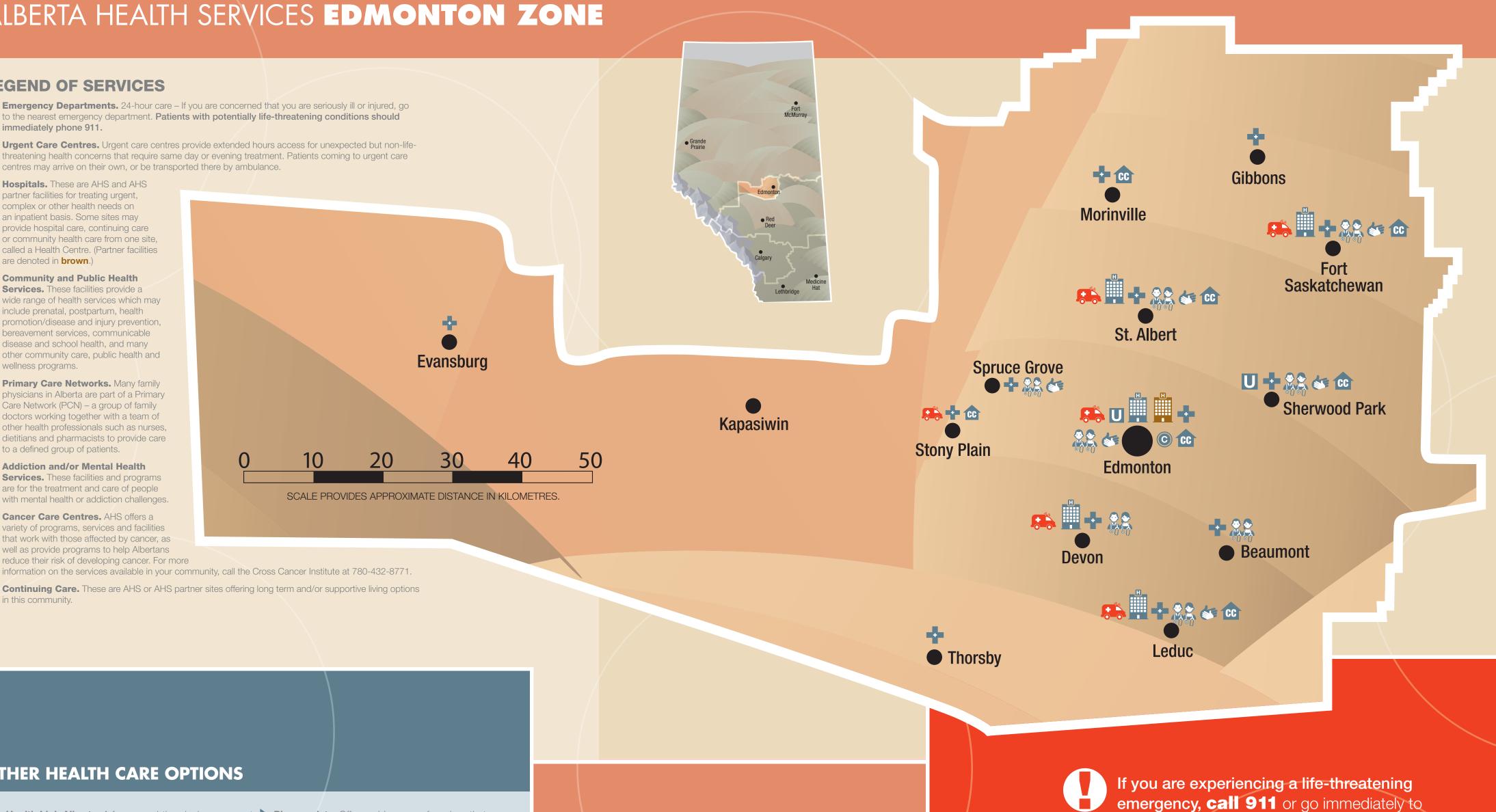
This **map** shows health care services by community. Maps are available across Alberta in AHS facilities in each zone.

Follow us on Twitter. For information and news for Edmonton Zone residents, follow us at https://twitter.com/AHS_YEGZONE

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



OTHER HEALTH CARE OPTIONS

- Health Link Alberta. A free, round-the-clock, telephone advice and health information service. Toll free: 1-866-408-LINK (5465).
- Family Doctors. Your best option for medical care and continuity. They can diagnose and treat most medical issues, provide periodic health exams, supervise chronic illness and mental health issues, provide referrals to other medical consultants and specialists, if needed.

Find a Family Doctor in Greater Edmonton Area: www.edmontonareadocs.ca

Walk-In Clinics. If you don't have a family doctor, some communities have walk-in clinics that often don't require an appointment. Walkin clinics are staffed by family physicians. Many have extended hours into evenings and weekends, providing another option for afterhours care.

- Pharmacists. Offer a wide range of services that can help you and your family maintain good health and avoid emergency situations.
- Specialized Programs and Services. There are many other health care programs and services available for various health care needs, such as public and community health centres, cancer clinics, physiotherapy, and more. You can call Health Link at 1-866-408-LINK (5465) or your local community health centre to find out what's available in your area.
- **X-ray and Diagnostic Imaging Clinics.** You may be sent to have procedures such as X-rays, MRIs and other types of scans done.
- Labs. Labs are facilities where you may be sent to have blood, urine or other samples taken.
- WyHealth.Alberta.ca. You can go to this single website for trustworthy health information and useful health tools.

CONTINUING CARE

Continuing Care provides a range of health services to support the health and wellness of individuals, including home care, supportive living and long-term care. Access to continuing care services is available through Home Care Programs within communities. Our goal is to support seniors and adults with disabilities to remain in their own homes and communities for as long as their abilities allow. AHS is working to provide a variety of living options with different levels of health support to ensure that care is received in the right place, at the right time. To find out more about the options available in your community, call your local Home Care office or visit www.albertahealthservices.ca/5198.asp

OUR PRIORITIES » PROVIDING QUALITY HEALTH CARE • LOCAL DECISION-MAKING • SIMPLIFYING THE HEALTH SYSTEM • ELIMINATING BUREAUCRACY • BECOMING BEST IN CLASS

the nearest emergency department.

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.albertahealthservices.ca/hac.asp

FOUNDATIONS

Local health foundations and health care auxiliaries work in your communities, raising funds to improve health care delivery where you live. To support your local foundation, call **403-943-2949**, or visit www.albertahealthservices.ca/give