

# WHO CAN HELP

## PATIENTS TAKING OPIOIDS?



**ACTION**



**PATIENT**



**MEDICAL HOME**



**HEALTH NEIGHBORHOOD**

			IMMEDIATE NEED	PCN SUPPORTS	HEALTH SERVICES	COMMUNITY
	<ul style="list-style-type: none"> <li>Does the patient have employee assistance plan or benefits?</li> <li>Can the patient access private treatment / therapy?</li> <li>Is there a supportive relationship with a family or friend?</li> </ul>	<ul style="list-style-type: none"> <li>Does your clinic have a written process in place for what to do with patients taking opioids when their family physician is away?</li> <li>Are there multidisciplinary team members that can help the family physician care for patients taking opioids?                             <ul style="list-style-type: none"> <li>Admin/front desk</li> <li>Nursing</li> <li>Allied health</li> <li>Referral coordinator</li> <li>Social worker</li> <li>Pharmacist</li> <li>Other</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Distress Centre                             <ul style="list-style-type: none"> <li>Calgary: 403-266-HELP (4357)</li> <li>Edmonton: 780-482-HELP (4357)</li> <li>Rural North: 1-800-232-7288</li> <li>Rural SW: 1-888-787-2880</li> </ul> </li> <li>Urgent care or the nearest emergency room</li> <li>911</li> </ul>	<ul style="list-style-type: none"> <li>Centralized teams</li> <li>Programs</li> <li>Workshops</li> <li>Other physicians in community or PCN</li> </ul>	<p>Consider the resources in your health neighborhood. Some examples may include:</p> <p><u>Zone &amp; Medical Specialty:</u></p> <ul style="list-style-type: none"> <li>AHS Clinical therapy OR psychiatry                             <ul style="list-style-type: none"> <li>Calgary urban: Access mental health 403-943-1500</li> <li>Calgary rural mental health intake: 1-877-652-4700</li> <li>Edmonton: Access 24/7 (coming soon) 780-488-2395</li> </ul> </li> <li>Calgary Specialist Link: <a href="http://specialistlink.ca">specialistlink.ca</a></li> </ul> <p><u>Provincial supports:</u></p> <ul style="list-style-type: none"> <li>Patient information:                             <ul style="list-style-type: none"> <li>Online: <a href="http://MyHealth.Alberta.ca">MyHealth.Alberta.ca</a></li> <li>Telephone: 811</li> <li>Better Choice, Better Health: <a href="https://betterchoicesbetterhealth.ca">https://betterchoicesbetterhealth.ca</a></li> </ul> </li> <li>PEER Collaborative Mentorship Network: <a href="http://www.cmnalberta.com">www.cmnalberta.com</a></li> <li>Virtual Opioid Dependency Program (AHS) 1-844-383-7688</li> <li>Opioid use disorder telephone consultation:                             <ul style="list-style-type: none"> <li>For providers north of Red Deer: RAAPID North 1-800-282-9911 or 780-735-0811</li> <li>For providers south of Red Deer: RAAPID South 1-800-661-1700 or 403-944-4486</li> </ul> </li> <li>eReferral advice request: <a href="http://albertanetcare.ca/ereferral.htm">albertanetcare.ca/ereferral.htm</a></li> </ul>	<ul style="list-style-type: none"> <li>211 for social supports</li> <li>Family &amp; Community Support Services (FCSS)</li> <li>Mental health and addiction supports (ex. Canadian Mental Health Association)</li> <li>Therapists in the community or technology enabled (ex. Calgary Counselling Centre)</li> <li>Community pharmacists</li> </ul>

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