

## How To Access Palliative Care – Calgary Zone

### PALLIATIVE CARE NON-URGENT ADVICE

Local: **403.910.2551** Toll free: **1.844.962.5456** (LINK)

[Specialistlink.ca](http://Specialistlink.ca)

**Get a call-back within one hour!**

### ROUTINE PALLIATIVE CARE OPTIONS

- ✓ Palliative Care Consult Service (contact within 1- 7 days): e.g. symptom management, Hospice placement
- Acute Care:** SCM type in order ‘Palliative Care Referral’ (do not direct refer to physician)
- Community** (urban): [Referral form](#) **403.944.2304** | Fax: 403.270.9652
- Rural:** [Referral form](#) **403.995.2714** | Fax: 403.776.3841
- Facility Living:** [Referral form](#) **403.944.2304** | Fax: 403.943.0231
  
- ✓ Palliative care in the home, [Community Care Access](#) (contact within 1-7 business days), Depending on urgency. Call **403.943.1920** or toll free **1.888.943.1920** | Fax 403.943.1602
- Urban community: Palliative home care team provides care
- Rural community: Integrated home care team provides care

### URGENT PALLIATIVE CARE OPTIONS

- Acute Care:** Use ROCA & page us; in SCM type order ‘Palliative Care Referral’ (do not Direct refer to physician)
  
- Community:** Urgent phone advice or to reach on-call palliative care physician:
- ✓ Call RAAPID at **403.944.4486** or **1.800.661.1700** (when urgent pain of symptom management recommendations are needed)

### EMERGENCY PALLIATIVE CARE OPTIONS

- Acute Care:** Use ROCA & page us; in SCM type order ‘Palliative Care Referral’ (do not direct refer to physician)
  
- Community:**  
Emergency phone advice: Call RAAPID at **403.944.4486** or **1.800.661.1700**
  
- Call 911 for:**  
[EMS Palliative and End of Life Care Asses, Treat and Refer Program.](#)
- ✓ Follow script: “I require EMS assistance for palliative or end of life patient. I would like to request the EMS palliative end of life assess, treat and refer program.”
- ✓ Emergency transportation to hospital