



North Zone Health  
Neighbourhood

- This work is a collaboration between North Zone Health Neighbourhoods (NZ HN).



# DID YOU KNOW...

Social workers have roles in both community, hospitals and care homes.

The services depend on the role and the organization assess the needs of clients, families, groups and community to address:

- financial supports
- social services available
- children services
- mental health supports



# DID YOU KNOW...

## PRESCRIBING PHARMACISTS CAN HELP WITH:

Urinary Tract Infections

Strep A

Uncomplicated High Blood Pressure

Minor Ailments

Emergency Prescribing

Prescription Modification

Cold Sores

Smoking Cessation





# DID YOU KNOW...

NON-PRESCRIBING PHARMACISTS  
CAN HELP WITH:

General advice on medications

Refill prescriptions

Offer guidance for over-the-counter  
medications



# DID YOU KNOW...

## **Why knowing your Primary Care Provider's Name Important?**

- It notifies your doctor or nurse practitioner when you are admitted to the hospital
- It ensures your records are routed to the right provider to coordinate treatment plans effectively
- It can avoid interruptions in your care

# DID YOU KNOW...

The steps to follow when you present to ANY healthcare facility:

1. Present your healthcare card and photo ID.
2. Provide your Primary Care Provider's **FULL** Name.
3. If you don't have a Primary Care Provider, ask the registration desk for guidance.

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# DID YOU KNOW...



The **Alberta Indigenous Virtual Care Clinic** serves individuals that self-identify as First Nations, Inuit, Métis, and their immediate families.

**Phone: 1.888.342.4822 or 811**





# DID YOU KNOW...

24/7 Mental Health Helpline:  
**1.877.303.2642**

24/7 Addictions Helpline:  
**1.866.332.2322**

24 Hour Distress Line  
**1.780.482.4357**



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# DID YOU KNOW...



**Health Link**  
Health Advice 24/7

Health Link is available to all Albertans seeking Health advice:

**DIAL: 811 for Health Advice**

# DID YOU KNOW...

## DIAL: 911 for Emergency Services



# DID YOU KNOW...

## DIAL: 211 for Local Resources



**WHEN SHOULD  
YOU CONTACT  
211?**



I can't pay my  
utility bill



I need mental  
health support



I'm hungry and  
have no food



I'm an isolated  
senior



I have nowhere  
to stay

**ab.211.ca**

**Help Starts Here.**

24/7 | Free | Confidential | Live Answer  
200+ Languages | Daily Online Chat

# DID YOU KNOW...

**Don't get measles.\***  
**Get immunized.✓**

*Alberta* 

**Measles Hotline: Call 1-844-944-3434 for inquiries regarding your immunization records, symptoms, or to book an immunization appointment.**

# DID YOU KNOW...

FCSS

Family and Community Support Services



FCSS is a cornerstone of Alberta's communities, dedicated to enhancing the well-being of individuals, families and the broader community. With a prevention approach, FCSS empowers Albertans to adopt healthy lifestyles, improve their quality of life and build capacity to navigate challenges ***before*** they escalate.



# DID YOU KNOW...

Dementia Care

Health Link: 811

*Société*  
**Alzheimer**  
*Society*



Focuses on providing support and specialized assistance to individuals living with cognitive decline, ensuring their safety, well-being, and maintaining their dignity and quality of life.

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# DID YOU KNOW...

## Caregivers Alberta:

- 1 in 4 Albertans are caregivers

Empowers caregivers through resources, supports & education to improve their wellbeing.

**1.877.453.5088**



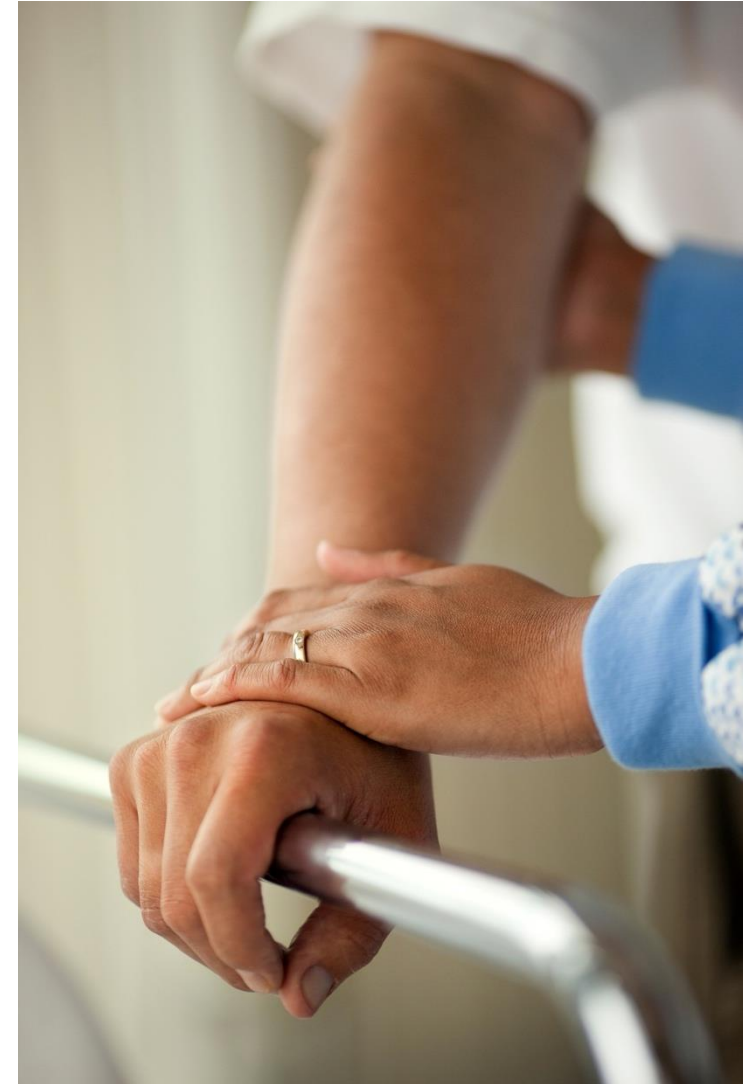
# DID YOU KNOW...

Caregiver Respite may be available in your Community

Continuing Care Access Line:

**1-855-371-4122**

**RESPITE:** provides temporary relief to caregivers of individuals with disabilities, chronic illnesses, or other care needs.



# DID YOU KNOW...

There is a New Parent Help Line:

Albertans can reach the helpline by calling:  
**1-833-805-BABY (2229).**



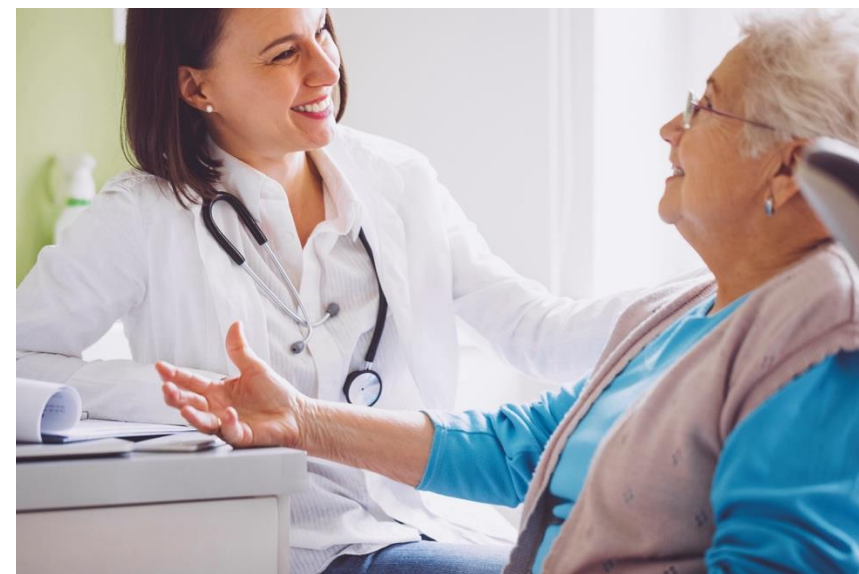
Offers 24/7 support for parents with babies younger than two months of age.

# DID YOU KNOW...

There is an Alberta Virtual Program for Chronic Pain

**1.877.719.7077**

This is a six-week program available, online, for people in Alberta experiencing pain longer than 3 months.





# DID YOU KNOW...

Homecare services are available:

**Please call the Continuing Care Access  
Line for further support:**

**1.855.371.4122**

Respite Services



# DID YOU KNOW...

You can find physicians accepting new patients at:

<https://albertafindadoctor.ca>



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# DID YOU KNOW...

## RECOVERY ALBERTA

### PATHWAYS TO TREATMENT



Detoxification Services



Professional Referral



Self-Referral

# DID YOU KNOW...

## North Zone RA-MHA Services

3 Inpatient Psychiatry  
Units (46 beds) &  
3 Crisis Response Team

43 Community  
Addiction and Mental  
Health Clinics and  
Satellite Service Sites

4 Opioid Dependency  
Treatment Clinics

8 Bed Based Addiction  
Treatment and  
Detoxification Services  
(AHS & Contracted)

35 Contracted Service  
Providers

### Specialty Programs

- Police & Crisis Team
- Diversion Team
- Child and Youth Multidisciplinary Intensive Treatment
- Assertive Outreach Team
- Electroconvulsive Therapy (ECT)

# DID YOU KNOW...

## WE ARE HERE TO HELP

THE ADDICTION AND MENTAL HEALTHLINES ARE A **24-HOUR-7 DAY A WEEK** CONFIDENTIAL SERVICE THAT PROVIDES INFORMATION AND REFERRALS TO ALBERTANS EXPERIENCING ADDICTION AND MENTAL HEALTH CONCERNS.

 Emergency 24-hour 7 days a week  For patients with life-threatening conditions.  911	 Mental health helpline 24-hour 7 days a week  For Albertans experiencing mental health concerns.  1-877-303-2642	 Addiction helpline 24-hour 7 days a week  For Albertans experiencing addiction (including gambling).  1-866-332-2322	 HealthLink 24-hour 7 days a week  For Albertans that need health advice.  811
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# DID YOU KNOW...

## MYCHART

MyChart is an online tool that allows Albertans 14 years of age and older to view their own health records. You may access and manage your immunization records, medication history, diagnostic reports and most lab results.

**Get started with creating a MyCHART account**