

Process for Referring People with Complex High Needs to Primary Care

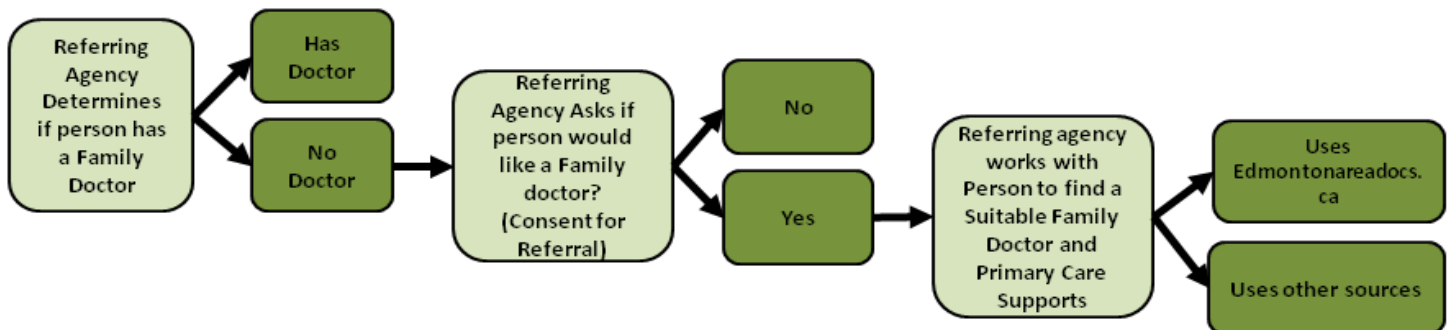
Background on the Process for Edmonton and Area Agency Staff to Support Links to Primary Care Teams

The following processes were created in response to agencies and patients having problems finding a family doctor or medical home when there are certain complexities such as mental illness, addictions, homelessness and stigmatization.

Primary Care Networks (PCN) can help to support agencies in the Edmonton Zone working with complex patients. They are ready to connect patients with a family doctor and allied health professionals for ongoing health care. Becoming a PCN patient also provides access to a range of health services and helps to support service coordination with community agencies.

The process below gives a short visual guide for two ways to help a complex patient find an appropriate family doctor when they are ready. These referral pathways can be used by agency staff to navigate and support the engagement of complex patients with a suitable and accessible medical home. The processes below are staggered. The first process (see “start here”) is the usual process and should be tried first. If this does not work, the second process may be used to directly connect complex patients with a health care provider (see PCN Direct Referral Process).

Start Here:

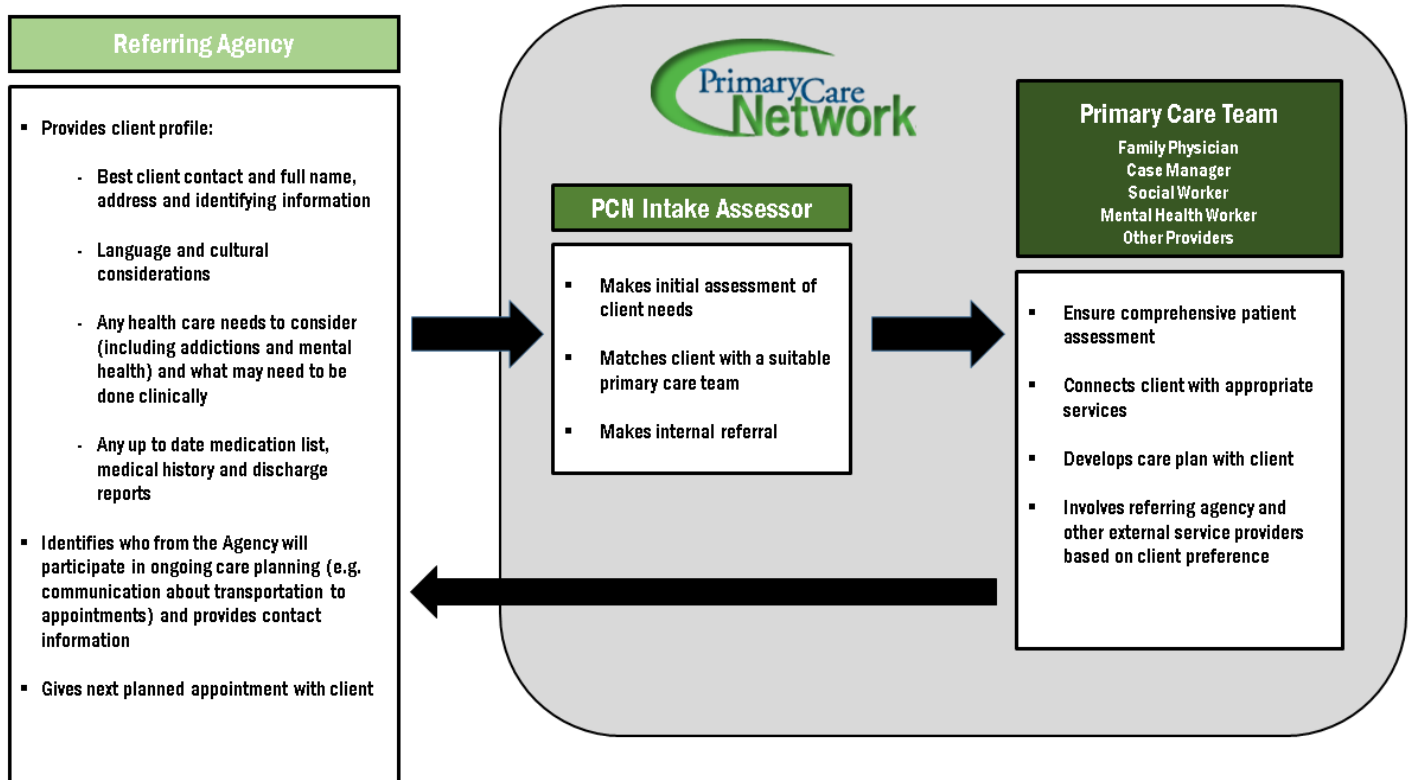


If the above does not work, and the person needs more help finding a suitable Family Doctor and Primary Care Supports – Use the PCN Referral Process Below



PCN Direct Referral Process

Referring Agency Calls Local Area PCN



Primary Care Network Contacts

Edmonton Oliver PCN	<ul style="list-style-type: none"> Telephone: Mental Health Navigation at (780) 453-3757 ext. 116/ext. 132 https://www.eopcn.ca/
Edmonton Southside PCN	<ul style="list-style-type: none"> Telephone: 780-395-2626 **NEW NUMBER Fax: (780) 435-5526 http://www.edmontonsouthsidepcn.ca/
WestView PCN (Spruce Grove, Stony Plain and surrounding area)	<ul style="list-style-type: none"> Caroline Peel Telephone: 780-962-7634 http://www.westviewpcn.ca/
Alberta Heartland PCN (Fort Saskatchewan and surrounding area):	<ul style="list-style-type: none"> Kristen Boelsgaard Telephone: 780-997-4163 http://albertaheartlandpcn.com/Pages/default.aspx
Information for other Edmonton Area PCNs	<ul style="list-style-type: none"> Edmonton North: http://www.enpcn.com/ St. Albert and Sturgeon: http://www.saspcn.com/ Edmonton West: http://edmontonwestpcn.com/Pages/default.aspx Sherwood Park and Strathcona County: http://sherwoodparkpcn.com/Pages/default.aspx Leduc/Beaumont/Devon Primary Care Network: http://lbdpcn.com/Pages/default.aspx