

# ZONE STATS...

- Population** 281,934 (2010)
- Life Expectancy** 80.1 years
- Senior Population** 13.5 per cent of the South Zone population is 65 years or older
- Average Family Income** \$76,536 (Alberta average: \$98,240)
- Birth Rates** In 2011, there were 4,070 births (64 births/1,000 women aged 15-49)
- Hospitals** 15
- Physicians** 439
- AHS Employees** 6,884
- Volunteers** 2,616
- Meals Served** approximately 1 million per year
- Emergency Department Visits** 193,306 (2011)

## DID YOU KNOW...

- The South Zone has major capital projects under way valued at nearly \$350 million. These include large re-development projects at Chinook Regional Hospital in Lethbridge and Medicine Hat Regional Hospital. A \$30-million parkade with a rooftop helipad and 810 stalls opened in 2011 at Chinook Regional. A \$6.4 million upgrade to the Bow Island Health Centre was completed early in 2013.
- A 10-bed hospice, operated in partnership with Covenant Health and Alberta Health Services, opened in 2012 and provides a new option for Medicine Hat and area residents. The Carmel Hospice also provides 10 community support beds, available to individuals who need respite care or a period of convalescence following hospitalization.
- Telehealth technology is enhancing patient care and is especially valuable in rural settings. For example, emergency physicians in Lethbridge, Brooks, and Medicine Hat can connect with specialists in Calgary to assess patients presenting with stroke symptoms and determine a plan of care.
- Two medical oncologists (cancer specialists) were hired in 2012 for the Jack Ady Cancer Centre in Lethbridge.
- Primary Care Networks (PCNs) operating in the east and west parts of the zone treat thousands of patients and provide enhanced proactive care for patients with chronic disease. In the east, the Palliser PCN has 32 clinics, 69 physicians treating 89,361 patients, and in the west, Chinook PCN has 26 clinics, with 126 physicians treating 146,940 patients.
- The South Zone is home to 15 acute-care hospitals and health centres.



## 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](http://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 Calgary and Edmonton at [albertahealthservices.ca/emergencywaittimes.ca](http://albertahealthservices.ca/emergencywaittimes.ca)
- ➔ Find AHS facilities and services in your area with the **Health Care Locator** at [albertahealthservices.ca/FacilitySearch](http://albertahealthservices.ca/FacilitySearch) or the AHS mobile app for iPhones and Android phones.
- ➔ Go to [MyHealth.Alberta.ca](http://MyHealth.Alberta.ca) for trustworthy health information and useful health tools.
- ➔ Call **PADIS** (Poison & 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 South Zone residents, follow us at [https://twitter.com/AHS\\_SouthZone](https://twitter.com/AHS_SouthZone)

## 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 (PCNs) and more in development.

**PALLISER PRIMARY CARE NETWORK**  
Administrative Office (does not provide health care directly) 403-502-8648 ext 1214. [www.palliserpcn.ca](http://www.palliserpcn.ca)

The Palliser Primary Care Network provides services for patients in southeastern Alberta. A group of 69 family physicians and other health care professionals work together to improve primary care for our patients. This PCN includes the communities of Bassano, Bow Island, Brooks, Medicine Hat and Oyen.

**THE CHINOOK PRIMARY CARE NETWORK** is a collaboration between Alberta Health Services South Zone and physicians in 12 rural communities and 11 Lethbridge physician clinics. [www.chinookprimarycarenetwork.ab.ca](http://www.chinookprimarycarenetwork.ab.ca)

In total, there are approximately 126 core physicians participating in the CPCN along with 120 other direct care providers including RNs, LPNs, nurse Practitioners, dietitians, exercise and mental health therapists, providing care to nearly 150,000 regional residents. This PCN includes the communities of Lethbridge, Fort Macleod, Taber, Crowsnest Pass (includes Blairmore, Coleman and Bellevue), Pincher Creek, Cardston, Magrath, Raymond, Picture Butte, Coaldale, Milk River and Vauxhall.

## CONTINUING CARE FACILITIES

Continuing Care facilities listed here are operated by Alberta Health Services. AHS partners with service providers to ensure a broad range of continuing care options are available throughout the province. If you require continuing care, please contact your local home care office for facilities and services available in your area.

- Bassano Health Centre** 403-641-6100
- Big Country Hospital (Oyen)** 403-664-4300
- Bow Island Health Centre** 403-545-3200
- Brooks Health Centre** 403-501-3227
- Cardston Health Centre** 403-653-5262
- Coaldale Health Centre** 403-345-3075
- Crowsnest Pass Health Centre** 403-562-2831
- Milk River Health Centre** 403-647-3500
- Pincher Creek Health Centre** 403-627-1234
- Raymond Health Centre** 403-752-4561
- Taber Health Centre** 403-223-7210

## IMPORTANT NUMBERS

- ADDICTION SERVICES HELP LINE (24 HOURS)**  
1-866-332-2322
- ALBERTA QUILTS HELPLINE (8:00 AM-8:00 PM)**  
Tobacco 1-866-710-7848
- COMMUNITY CARE ACCESS (24 HOURS)**  
403-388-6380 or 1-866-388-6380 (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 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**  
1-866-408-LINK (5465)
- MENTAL HEALTH HELP LINE (24 HOURS)**  
1-877-303-2642
- POISON AND DRUG INFORMATION SERVICE / MEDICATION AND HERBAL ADVICE LINE (24 HOURS)**  
1-800-332-1414

## ALPHABETICAL LISTING OF SERVICES BY COMMUNITY • SOUTH 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.

### BASSANO

Bassano Health Centre 403-641-6100  
(24-Hour Emergency Department)

### BOW ISLAND

**Bow Island Health Centre** 403-545-3200  
(24-Hour Emergency Department)

**Bow Island Provincial Building** 403-545-2296  
Home Care 403-545-2296  
Public Health Nursing 403-545-2296  
Speech, Language and Hearing 403-545-5125

### BROOKS

**Brooks 403 2 Avenue West** 403-362-1265

**Brooks Community Health Centre** 403-501-3300

**Brooks Community Mental Health Clinic** 403-793-6655

**Brooks Health Centre** 403-501-3232  
(24-Hour Emergency Department)

**Brooks Home Care** 403-362-7766

**Brooks Provincial Building**  
Environmental Public Health 403-362-2682

### CARDSTON

**Cardston Community Health Centre** 403-653-4981

**Cardston Community Mental Health Clinic** 403-653-5115

**Cardston Health Centre** 403-653-4411  
(24-Hour Emergency Department)

**Cardston Provincial Building**  
Addiction Services 403-381-5183  
Environmental Public Health 403-653-5231

### COALDALE

**Coaldale Community Health** 403-345-3000

**Coaldale Health Centre** 403-345-3075  
Urgent Care (8:00 a.m. – 11:00 p.m., Monday to Friday)

### CROWSNEST PASS

**Crowsnest Pass Health Care Centre** 403-562-5011  
(24-Hour Emergency Department)

**Crowsnest Pass Provincial Building** 403-562-5030  
Addiction Services 403-562-2966  
Environmental Public Health, Prenatal Health, Children's C.A.R.E. Services 403-562-5030

### FORT MACLEOD

**Foothills Detox Centre** 403-553-4466

**Fort Macleod Community Health** 403-553-5351

**Fort Macleod Health Centre** 403-553-531  
(24-Hour Emergency Department)

### LETHBRIDGE

**Chinook Regional Hospital** 403-381-6111  
(24-Hour Emergency Department)

**Jack Ady Cancer Centre** 403-388-6800

### LACIDEM BUILDING

Lethbridge Sleep Clinic 403-388-6034

### LETHBRIDGE CENTRE MALL BUILDING

Children's Allied Health Services (formerly Children's CARE services) 403-388-6575  
Home Care 403-388-6700  
Healthy Lifestyles 403-388-6654  
Healthy Living 403-388-6675

### LETHBRIDGE COMMUNITY HEALTH CENTRE

403-388-6666

### LETHBRIDGE PROFESSIONAL BUILDING

Sexual Health Centre 403-320-0110  
Therapeutic Recreation 403-388-6182

### LETHBRIDGE PROVINCIAL BUILDING

Addictions Services 403-381-5183  
Children's Allied Health Services (formerly Children's CARE services) 403-388-6575  
Community Mental Health 403-381-5260  
Parenting Again Support System 403-381-5278

### LETHBRIDGE YOUTH TREATMENT CENTRE

403-388-7600

### SOUTH COUNTRY TREATMENT CENTRE

403-329-6603

### MAGRATH

Magrath Community Health 403-758-4422

### MEDICINE HAT

**Co-Op Mail Medicine Hat** 403-527-8998

**Margery E. Yuill Cancer Centre** 403-529-8817

**Medicine Hat Addictions Services** 403-529-3582

**Medicine Hat Community Health Centre** 403-502-8200

**Medicine Hat Home Care** 403-581-5750

**Medicine Hat Regional Hospital** 403-529-8000  
(24-Hour Emergency Department)

### MILK RIVER

**Milk River Health Centre** 403-647-2337  
(24-Hour Emergency Department)

### OYEN

**Big Country Hospital** 403-664-4300  
(24-Hour Emergency Department)

**Oyen Community Health Services** 403-664-3651

**Oyen Provincial Building**  
Addictions Services 403-529-3582

### PICTURE BUTTE

**Piyami Health Centre**  
Community Health 403-388-6751  
Urgent Care (7:00 a.m. – 1:00 p.m.) 403-732-4650

### PINCHER CREEK

**Pincher Creek Community Health Centre** 403-627-3266

**Pincher Creek Community Mental Health Clinic** 403-627-1121

**Pincher Creek Health Centre** 403-627-1234  
(24-Hour Emergency Department)

## HEALTH CARE mapping out in your community

## IMPORTANT CONTACTS

**HEALTH LINK**  
Toll-free: 1-866-408-LINK (5465)

**AHS ONLINE**  
[www.albertahealthservices.ca](http://www.albertahealthservices.ca) is your online 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!



# ALBERTA HEALTH SERVICES SOUTH 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.**
- Emergency Limited Hours.** These communities have emergency health care services available within limited hours. Please contact the facility in your community to confirm the hours for emergency care. Please refer to the back of this map for contact numbers in your community.
- 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.
- 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 Mental Health Services.** These facilities and programs are for the treatment and care of people with mental health or addiction challenges.
- 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 information on services available in the South Zone, call the Jack Ady Cancer Centre in Lethbridge at 403-388-6800 or the Margery E. Yuill Cancer Centre in Medicine Hat at 403-529-8817.
- Continuing Care.** These are AHS or AHS partner sites offering long term and/or supportive living options in this community.



If you are experiencing a life-threatening emergency, **call 911** or go immediately to the nearest emergency department.

## 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.
- Walk-In Clinics.** If you don't have a family doctor, some communities have walk-in clinics that often don't require an appointment. Walk-in clinics are staffed by family physicians. Many have extended hours into evenings and weekends, providing another option for after-hours 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.
- MyHealth.Alberta.ca.** You can go to this single website to find trustworthy health information and useful health tools.

## CONTINUING CARE CENTRES

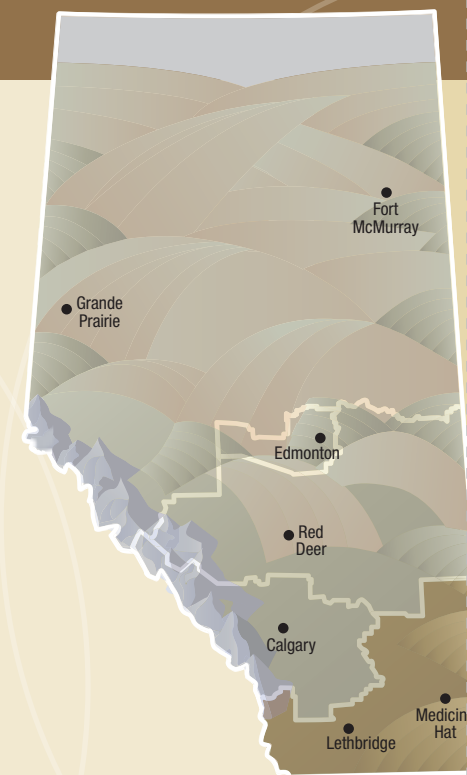
Continuing Care provides a range of health services to support the health and wellness of individuals, including home care, supportive living and long-term care. Access to continuing care services is available through Home Care Programs within communities. Our goal is to support seniors and adults with 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](http://www.albertahealthservices.ca/5198.asp)

## HEALTH ADVISORY COUNCILS

Health Advisory Councils (HACs) are focused on one thing: listening to your thoughts and ideas on health care in Alberta. The Oldman River and Palliser Triangle Health Advisory Councils are located in the South Zone. Councils 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](http://www.albertahealthservices.ca/hac.asp)

## FOUNDATIONS AND TRUSTS

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](http://www.albertahealthservices.ca/give)



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