AHS Support for Ukrainian Evacuees

Health Services and Mental Health Support



Help is available

Classification: Public



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Information and Resources

Note: This package also includes information or resources provided by other organizations such as Alberta Health, Alberta Blue Cross and the Ukrainian Canadian Congress.

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Need health services or mental health support?



We are here to help

Welcome to Alberta! Alberta Health Services is the healthcare organization that supports the health and wellness of all Albertans and those who need support from a crisis abroad. We will ensure every evacuee will be given access to the healthcare support they require.



For health advice or support navigating the healthcare system, call Health Link 24/7 by dialing 811 or visit MyHealth.Alberta.ca.



Use the QR code to learn more about the AHS's resources and programs available to support you and host families.



Need mental health support? Call the Mental Health Helpline by dialing 1-877-303-2642 or use the QR code to visit Help In Tough Times for more resources.



Pathways to Care in Alberta Health Services and Mental Health Support



AHS welcomes all refugees and evacuees to Alberta. As you enter and settle in our province, you may need healthcare support. We are here to help.

Gain Health Care Coverage

Apply for an Alberta Health Care Card at your local registry office. Applications require identification such as a passport and a supporting document with a current address.

cfr.forms.gov.ab.ca/Form/AHC0102.pdf



Get Healthcare Advice at 811

Health Link is a medical helpline that is available 24/7 by dialing 811. You can speak with a nurse to get health advice or information for physical or mental health concerns.

Call 811 or visit ahs.ca\811
*Ukrainian interpreters are available.

Find a Family Doctor

Family physicians provide support for general health issues. They prescribe medications, request blood work, or refer for other medical services including prenatal/postpartum care and x-rays.

search.cpsa.ca/physiciansearch



Access a Public Health Clinic

Public Health clinics provide a variety of services including immunizations against vaccine-preventable diseases, pregnancy and childbirth support and well child services.

MyHealth.Alberta.ca

Primary Care Network

Primary Care Networks and family doctors work together to ensure all Albertans have a home base for their everyday health needs.

albertafindadoctor.ca/pcn



Addictions and Mental Health Support

The Mental Health Helpline is a confidential service available 24/7 that provides support, information and referrals for those experiencing mental health concerns.

Call 1-877-303-2642

Hospitals and Urgent Care

*If anyone is experiencing a medical emergency, please call 911.

Alberta has many hospitals and urgent care centres for more urgent medical support.

ahs.ca/knowyouroptions



Identify Government Support Services

Find more information on settlement services, identification, finding a job, income supports and more.

www.alberta.ca/support-programs-refugees.aspx **InformAlberta** by searching informalberta.ca



Help is available

Visit ahs.ca/ukrainesupport

Scan the QR code to ind these resources and more.





Your Healthcare Options in Alberta

We are here to support the health of you and your family. We want to help you receive the care you need when you need it.

If you are experiencing a medical emergency call 911

For all other health concerns, physical or mental, call 811 to speak to a nurse 24 hours a day, 7 days a week and find out where to go for healthcare that is right for you.

If you need to speak to someone in a language that is not English, simply say the language you wish to speak in and an interpreter will be added to the conversation.

When you call 811, a nurse can help you access these healthcare options:

Family Doctor

Your best option for ongoing health needs, including access to prenatal care if needed, is to find a family doctor.

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.

Emergency Departments/Urgent Care Centres

Emergency care is for those who are seriously ill or injured. Patients with potentially life-threatening conditions should immediately call 911.

Community & Public Health Centres

Services include adult and child immunizations, pre and post-natal programs, education/counselling/support for parents, health assessment and screening to identify health concerns, and referral to appropriate health care providers such as physicians, and community resources.

Tuberculosis Testing and Treatment

Free tuberculosis (TB) skin testing and other TB services, including the provision of free TB medications, are done at public health centres throughout the province.

COVID-19 Immunizations

You can book an immunization appointment or get immunized by walking in to certain clinics or pharmacies.

Pharmacists

Pharmacists fill and renew prescriptions, provide COVID-19 and some other immunizations, assess minor condition symptoms, offer treatment or refer you to the most appropriate treatment location. COVID-19 rapid test kits are available at pharmacies for use at home.

HIV Services

Outpatient clinics offer assessment, treatment, education and support for people diagnosed with HIV, including access to anti-retroviral medication and referrals to primary care physicians.

Sexually Transmitted Infections Services

Clinics provide assessment, diagnosis, testing and treatment for sexually transmitted and blood borne infections.

Mental Health Helpline

If you are worried about your mental health or the mental health of another, reach out; call the Mental Health Helpline 1-877-303-2642.

For more information visit ahs.ca/ukrainesupport





Addiction & Mental Health Support and resources

Helplines						
The following helplines have translation services and are available toll-free 24/7.						
Health Information Call 811 or visit <u>HealthLink</u>						
Health Information, Important Phone Numbers and Tools	MyHealth.Alberta https://myhealth.alberta.ca/pages/emergency-phone-numbers.aspx					
Community Supports Call 211 or visit <u>www.ab.211.ca</u>						
Addiction Helpline	1-866-332-2322					
Mental Health Helpline	1-877-303-2642 o Edmonton: Access 24/7 at 780-424-2424 o Calgary: Access Mental Health at 403-943-1500					
Distress Lines	Edmonton: 780-482-HELP (4357)Calgary: 403-266-HELP (4357)					
Kids Help Phone	1-800-668-6868 or visit https://kidshelpphone.ca/ Kids Help Phone has interpretation support in English, French Ukrainian, Russian, Pashto, Dari, Mandarin and Arabic.					
This helpline has translation services in English, French and Arabic only and is available 24/7.						
Crisis Text Line	Text CONNECT to 741741 Text CONNECT to 686868 (youth)					

Online resources	
Helpful resources / workshops	Help in Tough Times. ahs.ca/helpintoughtimes
Community Supports	InformAlberta.ca
Information on staying healthy	Healthy Together – a guide to family and home life during COVID. www.ahs.ca/healthytogether
	<u>DrugSafe.ca</u> – a resource with information about substances, where to obtain naloxone, and other help.
Online community support	Togetherall – a clinically moderated free online peer-to-peer mental health community. togetherall.com/en-ca/
AHS Programs & Services Information	Addiction & Mental Health Programs & Services. www.ahs.ca/amh
	Community Based Naloxone Program – information on free naloxone program for opioid poisoning/overdose reversal. www.ahs.ca/naloxone
	Harm Reduction Services – resources and services to help people stay safer if they are using substances. www.ahs.ca/harmreduction



Addiction & Mental Health Support and resources

Wellness Together Canada	Offers resources for mental health and substance use support. https://www.wellnesstogether.ca/en-CA		
Distress Centre Calgary	Offers social and community services, crisis counselling and teen support. https://www.distresscentre.com/		
Mobile text messaging service – Hope4Ukraine Mental Health Foundation	Translated in Ukrainian, Russian, and French, people can receive advice and encouragement through daily messages. Стійкість&Надія4Україна text key word: Україна to 1-855-450-2266		



Hosts of Ukrainian Evacuees Pathways to Healthcare, Support and Resources

Thank you for volunteering to welcome evacuees into your home, you are truly inspirational.

All evacuees who need healthcare support will be provided care at any of our Alberta Health Services facilities, free of charge. If you, or the person or family you are supporting needs help, please do not hesitate to reach out. This resource identifies some supports you may need, and we hope it helps you to take care of yourself so you can take care of others.

Together with community partners, immigration and external organizations, community healthcare providers, the Government of Alberta, the Government of Canada and you, we will ensure that all evacuees are supported with compassionate, quality care, in their new communities.

If anyone is experiencing a medical emergency, please call 911

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The following resources	nave neiblines with	translation services tr	nat are available toll-free 24/7.

If you need to speak to someone in a language that is not English, simply say the language you wish to speak, and an interpreter will be added to the conversation.

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Healthcare Questions or Concerns?	Call 811 or visit www.ahs.ca\811
811 will connect you with a nurse who can help you find supports or resources for physical or mental health concerns.	
Looking for Community Resources?	Call 211 or visit www.ab.211.ca
211 can help connect with you with programs or services in your community.	
Get Help. Call the Mental Health Helpline	1-877-303-2642 Edmonton: 780-424-2424
If you are worried about your mental health or the mental health of another, reach out.	o Calgary: 403-943- 500
Online healthcare resources	
Find Health Information and Tools	Visit MyHealthAlberta by searching https://myhealth.alberta.ca/
This site can help you check symptoms, learn more about a health condition or medication or understand tests and treatment.	
Service Directory	Visit InformAlberta by searching https://informalberta.ca
InformAlberta is a search tool to find information about community, health, social, and government services across the province.	



Hosts of Ukrainian Evacuees Pathways to Healthcare, Support and Resources

Help in Tough Times This site identifies important phone numbers, as well as resources to support addictions and mental health, stress, dealing with grief and access to find other healthcare services.	Visit Help in Tough Times by searching ahs.ca/helpintoughtimes
Addictions and Mental Health This site can help you locate mental health and addiction programs and services in a location near you as well as resources and tools to support adults and children needing help.	Visit Addictions and Mental Health – Information for Albertans by searching www.ahs.ca/amh

Other supports and resources	
Find A Physician or Family Doctor This site has a link to the Find a Physician tool which can search for physicians in your area by discipline, language or location. It also has a link to find a Family Doctor through the Primary Care Network which can identify physicians who are accepting new patients in your area.	Find a Doctor by searching https://search.cpsa.ca/physiciansearch
Healthcare options for you and your guests This resource can help you learn more about your healthcare options, including how to update your vaccinations or get preand-postnatal care.	Visit AHS Support for Ukraine by searching AHS Support for Ukraine.
COVID-19 Immunizations Get fully protected. This site allows you to book an immunization appointment at one of our public health clinics and identifies local pharmacies and walk-in clinics that can provide the vaccine.	COVID-19 Immunizations
Dental Care Alberta Health Services team has two clinic locations in Calgary that provide dental services, free of charge, to patients in need. Please call the location nearest you to speak with a receptionist to schedule an appointment or ask questions.	Chumir Dental Clinic Call 403-955-6888 1213 4 th Street SW Sunridge Medical Gallery Call 403-944-9999 2580 32 Street NE
Questions about setting up your home? This site offers more information on how to maintain a health home, well water testing, animal exposure and other topics.	Information for Your Home & Family



Hosts of Ukrainian Evacuees Pathways to Healthcare, Support and Resources

Safe Healthy Environments/ Environmental Public Health	Call 1-833-476-4743
This helpline can answer questions about housing regulations to ensure your home is safe for guests to stay.	Hours of operation: o 8:30 a.m. to 4 p.m.
Need support from Environmental Public Health?	Visit Environmental Public Health at ahs.ca/eph
Submit concerns or a request for service to Alberta Health Services – Environmental Public Health. This site allows you to submit a request for a safety audit or file a complaint about a rental property or other environmental concern.	To submit a request or complainant, please use the portal link available under the Contact/Pay section.

Government resources

Government of Alberta

There are programs and supports available to help Ukrainians who are arriving in Alberta. Read important information on how to access settlement services, enroll children into school and childcare, find jobs, get your credentials recognized, get a driver's licence or identification card, access the health care system, and set up banking and finances.

Support for Ukrainians - Government of Alberta by searching https://www.alberta.ca/support-for-ukrainians.aspx

Government of Canada

The Government of Canada is committed to support those affected by the Russian invasion of Ukraine. Measures have been put in place to help Ukrainians come to and stay in Canada.

Immigration measures for people affected by the Russian invasion of Ukraine - Canada.ca

Immigration, Refugees and Citizenship Canada (IRCC) established a dedicated service channel for Ukraine immigration enquiries available for clients both in Canada and abroad at +1-613-321-4243, with collect calls accepted. Clients can add the keyword "Ukraine2022" to the IRCC crisis web form with their enquiry and it will be prioritized.

Call +1-613-321-4243

Canada's response to the Russian invasion of Ukraine by searching Government of Canada – Ukraine.



Please take this letter with you when you make your first visit with a Family Physician or Nurse Practitioner (NP) in Alberta. They will give you the information you need to book a **Chest X-ray**, which is required for everyone 11 years of age or older coming to Canada from a country where infections with Tuberculosis are more common. This should be done as soon as possible, and ideally within a couple of weeks of arrival.

You will not have to pay for this service if you present your new Alberta Health Insurance card.

This X-ray can also be used for the Medical Diagnostic Test for Immigration, Refugees and Citizenship Canada (visa) purposes if you have it done at one of the immigration-approved radiology clinics. Your physician or Nurse Practitioner will let you know which radiology clinics are approved for this service.

The clinic where you have your Chest X-ray will then give you a list of Immigration-appointed doctors with whom you can book the remainder of your Medical Diagnostic Test. This test must be completed within 90 days after arrival in Canada.

KEEP THIS LETTER – YOU WILL NEED IT FOR YOUR
IMMIGRATION MEDICAL DIAGNOSTIC TEST
AND CHEST X-RAY



Appendix 3: IRCC Designated Radiology Clinics

PP = IRCC designated panel physician | PR = IRCC designated panel radiologist. | Version date: April 14, 2022

Please note, some of approved X-ray clinic addresses may be outdated. Please confirm prior to referring the patient.

riease note,	some of approved	i X-ray clinic addres	ses may	be outdated. Please confirm prior to	
City	Clinic Name	Address	Phone	Email Address	Affiliated IRCC Designated Physician Clinic
Calgary	Saddletown Radiology	914 Saddletown Circle NE Calgary, Alberta T3J 0H5	(587) 623- 6650	etaneva@saddletownradiology.ca	Essence Medical Centres - Westwinds
Calgary	Canada Diagnostic Centres- Symons Valley	Suite 32 12192 Symons Valley Road NW, Calgary, Alberta, T3P 0A3	(403) 212- 5640	tingold@canadadiagnostics.ca	Apex Sky Medical Clinic CBI Health Centre - Sunridge Olive Medical Essence Medical Centres - Westminds
Calgary	Canada Diagnostic Centres - Sunridge	Sunridge Professional Building Suite 3, 2675 36th Street NE Calgary, Alberta, T1Y 6H6	(403) 291- 3315	cdc- sunridge@canadadiagnostics.ca	CBI Health Centre - Sunridge Centre Street North Medical Clinic Dr Michele A Moss Immigration Medical Clinic
Calgary	Canada Diagnostic Centres - Marlborough	411 Marlborough Way NE Marlborough Mall, Calgary, Alberta T2A 7E7	(403) 273- 9002	tingold@canadadiagnostics.ca	Dr Michele A Moss Immigration Medical Clinic International Avenue Medical Centre Marlborough Medical Clinic
Calgary	Canada Diagnostic Centres - Glenmore	D 270 1600, 90 Ave SW Glenmore Landing, Calgary, Alberta T2V 5A8	(403) 252 5882	cdc- glenmore@canadadiagnostics.ca	Dr Michele A Moss Immigration Medical Clinic
Calgary	Beam Radiology- Harvest Hills	201, 178-96 Avenue NE Calgary, Alberta, T3K 6G4	(587) 885- 2988	booking@beamradiology.com	Centre Street North Medical Clinic
Calgary	CGA Medical Imaging	4774, 140 Westwinds Drive NE Calgary, Alberta, TJ3 0L7	(587) 623- 0900	info@cgami.ca	Apex Medical Clinic INC
Calgary	Mayfair Diagnostics - South Calgary Health	South Calgary Health Centre 31 Sunpark Plaza SE, Suite 105 Calgary, Alberta, T2X 3W5	(403) 777- 3000	sunpark@radiology.ca	Abolarin Medical Clinic Centre Street North Medical Clinic Dr Michele A Moss Immigration Medical Clinic Silverado Medical Clinic
Calgary	Mayfair Diagnostics - Mayfair Place	6707 Elbow Dr. SW, Suite 132 Calgary, Alberta, T2V 0E3	(403) 777- 3000	agabruck@radiology.ca	Apex Sky Medical Clinic INC Centre Street North Medical Clinic Dr Michele A Moss Immigration Medical Clinic London Medical Centre My Calgary Doctor North East Medical Clinic



Calgary	Mayfair Diagnostics - The Core	417 751 3rd Street SW Calgary, Alberta, T2P 4K8	(403) 777- 3000	N/A	Centre Street North Medical Clinic
Calgary	Mayfair Diagnostics - Westbrook Professional	Westbrook Professional Building Suite 200, 1610 37 St. SW Calgary, Alberta, T3P 3P1	(403) 777- 3000	N/A	Centre Street North Medical Clinic
Edmonton	Insight Medical Imaging - Heritage Village	2049 111 Street Edmonton, Alberta, T6J 4V9	(780) 438- 0547	Emedical-heg@insightimaging.ca	Dominion Medical Centres Heritage Village Medicentre Medical Clinic 107 Twinbrooks Medical Clinic
Edmonton	The X-ray Clinic at Northgate Centre	Northgate Centre 9499 137 Ave NW, Ste 2018/2062 Edmonton, Alberta, T5E 5R8	(780) 791- 1992	N/A	Blatchford Field Medical Clinic Medical Clinic 107
Fort McMurray	Insight Medical Imaging - Fort McMurray	River City Center Lower Level Suite 404, 8600 Franklin Avenue Fort McMurray, Alberta, T9H 4G8	(780) 791- 1992	Emedical-ftm@insightimaging.ca	Signal Medical Clinic
Grand Prairie	Grande Prairie Regional Hospital	11205 110 Street Grande Prairie, Alberta, T8V 4B1	(825) 412- 4000	gbmclinic@gmail.com	Grande Banks Medical Clinic
High Level	Aurora North Medical Clinic	10206 100 Ave High Level, Alberta, T0H 4J0	(780) 926- 3824	info@auroramedicine.ca	Aurora North Medical Clinic This clinic offers both PP/PR service.
Lethbridge	Bigelow Fowler Clinic	30 Jerry Potts Blvd W Lethbridge, Alberta, T1K 5M5	(403) 327- 3121	emedical@bigelowfowler.com	Bigelow Fowler Clinic This clinic offers both PP/PR service.
Lethbridge	Radiology Associates Inc	1122 Scenic Drive South Lethbridge, Alberta, T1K 7E5	(403) 328- 1122	contact@lethbridgeradiology.com	Bigelow Fowler Clinic
Medicine Hat	BGSA Radiology Inc	1854 Southview Dr. SE Medicine Hat, Alberta, T1A 8L9	(403) 527 7334	wgutjahr@bsaradiology.ca	Crescent Heights Medical Clinic
Red Deer	Central Alberta Medical Imaging Services	4312 54th Avenue Red Deer, Alberta, T4N 4M1	(403) 343- 6172	camisrdinfo@camisrd.com	Parkland Medical Clinic St Mary Clinic



PHARMACY **BENEFACT**

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS®

Ukrainian Evacuee Temporary Health Benefits Program

Ukraine evacuees arriving in Alberta on February 24, 2022, or after (those who have evacuated Ukraine or cannot return to Ukraine), will be covered under the Ukrainian Evacuee Temporary Health Benefits Program (UETHBP).

This program will provide temporary coverage to Ukrainian evacuees who do not qualify for registration and coverage under the Alberta Health Care Insurance Plan (AHCIP) and Hospital Benefits Plan or other public health benefits because they are not considered residents or deemed residents, as defined in the Alberta Health Care Insurance Act. In the coming weeks, evacuees will be enrolled to receive the benefits provided in the Alberta Adult Health Benefit (AAHB) or Alberta Child Health Benefit (ACHB) supplementary plans.

Alberta Health requests your support in providing pharmacy services to Ukrainian evacuees who are without a Personal Health Number (PHN), medical history or active health benefit coverage. Evacuees may present for pharmacy services before they are enrolled with the UETHBP, receive a PHN or have active health benefit coverage.

DISPENSING FOR EVACUEES

If a Ukrainian evacuee presents to your pharmacy with an active prescription, please do the following:

- Confirm the prescription is a regular benefit within the Alberta Drug Benefit List (ADBL) or Human Services Drug Benefit
 Supplement (HSDBS) under the AAHB or ACHB category: ab.bluecross.ca/dbl/idbl_main1.php.
- Dispense the prescription as per normal pharmacy procedures and **retain the receipt**.
- As health benefit coverage is not active, do not request payment from the evacuee.
 o Coverage under the AAHB or ACHB will be facilitated and available in the days ahead for active billing.
- In the interim, pharmacies will be reimbursed for the medication(s) dispensed to an evacuee. The process for reimbursement is under development.
 - o **Note**: reimbursement will only be provided for drug products found within the ADBL and/or the HSDBS and will follow dispensing rules or frequencies of the AAHB or ACHB supplementary plans.

continued next page





PHARMACY BENEFACT

continued from previous page

PHARMACY SERVICES

- If a Ukrainian evacuee presents to your pharmacy without an active prescription, a pharmacist who has been granted additional prescribing authority may prescribe to initiate drug therapy, as appropriate, and/or manage ongoing drug therapy OR a pharmacist may utilize prescribing in emergency, as appropriate.
- Pharmacies will be reimbursed for providing clinical services as per the Ministerial Order for Pharmacy Services
 Compensation Plan. Only the clinical services listed above will be reimbursed. The process for reimbursement is under
 development.
- · COVID-19, influenza and any other vaccine administration will be solely supported through Alberta Health Services.

Alberta Health anticipates a limited number of Ukrainian evacuees requiring pharmacy services, and the current process outlined in this Benefact will be a short-term solution.

If a pharmacy provides pharmacy services to an evacuee, please ensure you have the most appropriate or current contact information, as your pharmacy team may need to contact the evacuee once the reimbursement process is established.

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations contact centre representative at

780-498-8370 (Edmonton and area) 403-294-4041 (Calgary and area) 1-800-361-9632 (toll free) FAX 780-498-8406 (Edmonton and area) FAX 1-877-305-9911 (toll free) Alberta Blue Cross offers online access to current Pharmacy Benefacts and supplemental claiming information to assist with the submission of your direct bill drug claims.

Visit ab.bluecross.ca/providers/pharmacy-home.php







UKRAINIAN CANADIAN CONGRESS ALBERTA PROVINCIAL COUNCIL

КОНҐРЕС УКРАЇНЦІВ КАНАДИ ПРОВІНЦІЙНА РАДА АЛЬБЕРТИ

Welcome to our new arrivals from Ukraine!

We know that your journey to Alberta has not been easy, and recognize that you may feel a level of uncertainty and apprehension upon arrival. Rest assured, we will do everything possible to create a safe and welcoming environment for you and your family.

As the umbrella organization that represents Ukrainian Canadians in Alberta, the Ukrainian Canadian Congress – Alberta Provincial Council is a bridge to more than 40 different Ukrainian organizations here in Alberta.

Together we are strongly committed to addressing your needs, assisting you and making your transition to our beautiful province as smooth as possible. We appreciate there may be challenging days ahead, but we are here to stand in solidarity with you and will do everything we can to ensure you feel supported.

Please reach out to us if you have any questions or concerns at 825-461-8388 or email: info@uccab.ca

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President, Canadian Ukrainian Congress – Alberta Provincial Council

e-mail: info@uccab.ca • website: www.uccab.ca