

Edmonton Zone Palliative Care Program: Referral Information

The Edmonton Zone Palliative Care Program is a comprehensive palliative care service that includes:

- Specialized home care services through the Palliative Home Care Team.
- Consultation support by Palliative Consultation Teams in acute care (RAH, UAH, CCI), hospice palliative care units, and community (private residences, community hospitals, Supportive Living and Facility Living sites) in rural and urban areas of the Zone.
- Specialized inpatient care on the Tertiary Palliative Care Unit at the Grey Nuns Community Hospital

Referral Information for Palliative Home Care Services

Referral is made by the individual, family member or health care professional by calling: Community Care Access (CCA) at: (780)496-1300

Referral Information for Palliative Care Consultation in the Edmonton Zone

Site of Your Patient	Team	Regular Office Hours Monday – Friday	After Hours Monday – Thursday	Friday After Hours Weekends & STAT Holidays
Cross Cancer Institute (CCI)	Pain & Symptom Control	(780) 432-8350	CCI Switchboard (780)432-8771	Community Care Access (CCA): (780) 496-1300
	Community Liaison	(780) 432-8887		
Royal Alexandra Hospital (RAH)	RAH Palliative Care Program	(780) 735-4038	RAH Switchboard: (780) 735-4111	
University of Alberta Hospital (UAH)	UAH Palliative Care Program	(780) 407-2840	Urgent: UAH Switchboard:(780) 407-8822 Non-urgent: Fax consult request to (780) 407-1394	
Community hospitals within the Zone, as well as Continuing Care sites (supportive and facility living), and private residences	Palliative Community Consult Team (PCCT)	For patients in hospital or home call CCA Telephone consultation is available 24/7 by calling CCA		
Hospice Palliative Care Units	Palliative Community Consult Team (PCCT)	The unit directly contacts the Palliative Physician supporting Hospice		
Outside the Edmonton Zone	PCCT	<ul style="list-style-type: none"> • Telephone Consultation for symptom management is available via CCA: (780)496-1300 • Contact CCA for any hospice palliative care unit's admission requests. PCCT will contact the referral source to facilitate wait listing for admission to hospice 		
	CCI	<ul style="list-style-type: none"> • Telehealth Consultation by videoconference is available in some areas via CCI Pain and Symptom: (780)432-8350 		