

# Getting Health Care Services in Alberta

## Scene 1: Late Night Shift

*Samira and Fatima are working at their child care job. Fatima is putting away chairs and Samira is putting away some toys. Fatima has a very bad headache, she puts one hand on her head and leans against a chair.*

**Fatima:** *(sighs)* I have a really bad headache again.

**Samira:** That doesn't sound good! You should go see a doctor about that.

**Fatima:** *(shakes her head)* I've had this headache for weeks but I don't know if I have enough money to see a doctor. And I worry I might not understand a Canadian doctor.

*(Samira looks thoughtful)*

**Samira:** I remember when I first moved here, my friend told me to call Health Link to get health advice. I called them, and they referred me a family doctor who speaks my language. Here *(hands her the phone)*, try calling them at 811!

**Tip box** You can also search for a family doctor online at: <https://search.cpsa.ca/physiciansearch>

**Fatima:** You mean, 911? *(looking confused, but about to dial the number)*

**Samira:** No 911 is for emergencies *(laughing and stopping Fatima from dialing)*, it's 811!!

**Fatima:** Okay, let me try! *(nods, and calls number and talks on phone)*

**Voiceover:** Health Link is a free service in Alberta that provides health information and health advice over the phone. When you call 811, you can speak to a nurse about any health problems that you or your family may have. You can get medical advice in different languages by asking for service in the language you prefer. Dial Health Link at 811...24 hours a day, 7 days a week.

ON SCREEN TEXT:

### **Health Link**

- Free health information and advice
- Call 811 on the phone
- Services available in different languages
- Available 24 hours a day, 7 days a week

**Fatima:** *(Hangs up the phone and looks up smiling)* They were really helpful! A nurse gave me some good advice and referred me to a family doctor who is accepting new patients **and** speaks my language.

**Samira:** *(Smiling)* Ooh and don't forget! Basic health care is covered here. When you see the family doctor, just bring your ID and Alberta Health Care card.

**Fatima:** I don't have an Alberta Health Care card. Where do I get one?

**Tip box** For information on the Alberta Health Care Card application process and required forms, you can also visit: <https://www.alberta.ca/ahcip-forms.aspx>

**Samira:** You can apply at most registries! It's fast and easy. Get yourself better Fatima (*patting her on the back*), I need you around to help me put all this away (*points to toys and chairs*).

*(Fatima playfully pushes Samira, they both laugh and continue working)*

## **Scene 2: Doctor's Office**

*Fatima sits in the doctor's clinic chair waiting for the doctor. The door opens, and the doctor steps into the room. Fatima stands up to greet the doctor.*

**Doc:** Hi there (*looking down at a file in his hand, looks up again*), are you Ms. Diab?

**Fatima:** Please, call me Fatima. (*shakes hands*)

**Doc:** Nice to meet you Fatima, my name is Dr. Muhammad. Please, have a seat. (*indicating chairs*)

*(Fatima sits back down, and doctor sits down. Doctor looks at clipboard to review notes then looks up)*

**Doc:** So, Fatima, I noticed that you are from Egypt. Are you related to the famous Egyptian singer, Amir Diab by chance?

**Fatima:** Oh (*laughing*) Of course, we're having lunch together tomorrow! (*both laugh*)

**Doc:** Please get his autograph for me! (*Smiling*) Okay, so since this is our first meeting, we will spend some time just getting to know each other better. But I hear you have a problem you need help with.

**Fatima:** Yes, I've had a bad headache on and off for weeks and it's not getting better. Sometimes it gets so bad I need to sit down.

**Doc:** We can take a look at that today! But next time if it's very urgent, you should get help right away. For now, let's make a plan to get you better! I will ask you some questions about your health okay?

**Tip box** To find current Emergency Department wait times at Alberta hospitals, visit:

<http://www.albertahealthservices.ca/waittimes>

**Fatima:** If you can help me get better, I am ready to try anything!

*(Fatima points to pain areas, doc listens to the lungs etc.)*

**Voiceover:** If your health situation is urgent and you need to see a doctor right away, go to an Urgent Care Centre. If you have life threatening injuries, such as a heart attack or stroke, go directly to the emergency department of a hospital. You can call 911 if you need an ambulance to take you to the hospital. 911 service is available in different languages by asking for service in the language you prefer.

ON SCREEN TEXT:

### **In Case of Urgent Health Situations:**

- Go to an Urgent Care Centre
- Go to the Emergency department of a hospital (for life threatening injuries)
- Call 911 (if ambulance is needed)

**Fatima:** So doctor, do you think I need to see a specialist?

**Doc:** To see a specialist, you will need a referral from me and there is usually a wait time. But I think for now (*Doctor writes on a prescription pad*), I will give you some medicine and run some tests, we will meet again in two weeks to review the results. (*smiles and rips out prescription from pad and gives it to Fatima*) If your headaches are not better by then, we can talk about other options.

**Fatima:** Thank you doctor. (*Fatima puts the prescription in her purse, both stand up*) One more thing, (*hesitates*) I just started a new job and don't know if I have enough money to pay for everything.

**Doc:** Don't worry Fatima! Tests are covered under Alberta Health Care, unfortunately, medicine is not. You may be covered by your employer's insurance plan or maybe some Alberta health benefits.

**Tip box** For more information on what is covered under your Alberta Health Care Insurance Plan, visit: <https://www.alberta.ca/ahcip-what-is-covered.aspx>

**Fatima:** Okay, I will look at some of those options. Thanks for your time Dr. Muhammad!

**Doc:** No problem Fatima! Have fun at your lunch with Amir Diab tomorrow! (*Fatima and Doc laugh and shake hands*)

### **Scene 3: Fatima Recovers - Voiceover**

*B-roll scenes in the background of Fatima back at work, putting toys and chairs away and laughing with Samira. Fatima is on break and drinks a cup of water and takes his medication. Fatima back at Doctor's office talking to doctor happily. No dialogue.*

**Voiceover:** For services **partially or not** covered under the Alberta Health Care Insurance Plan, you and your family **may** be eligible for programs to help cover costs.

*(b-roll scenes get blurred to show list)*

These benefits include, but are **not** limited to:

ON SCREEN TEXT

#### **Drug Coverage and Health Benefits**

- Alberta Adult Health Benefits
- Alberta Child Health Benefits
- Alberta Blue Cross Coverage for Seniors
- Private health plans sponsored by employers
- For more information on other benefits, please visit the link shown on the screen:  
<https://www.alberta.ca/drug-coverage-health-benefits.aspx>

Understanding and using Alberta's health care services is key to healthy new beginnings!

**For the full transcript, and for more information on Health Care in Alberta, please visit [www.settlementcalgary.com](http://www.settlementcalgary.com).**