

**Date:** August 2021

**To:** Edmonton Zone Community Physicians, Primary Care Networks (PCNs) and Pan-PCN Clinical Services Working Group

**From:** Edmonton Zone Post-COVID Rehabilitation Taskforce

**RE:** AHS Community Adult Post-COVID/Long COVID Patient Supports (Edmonton Zone)

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COVID-19 can result in long-lasting symptoms such as breathing difficulties or feeling short-of-breath, loss of smell and taste, brain fog, and fatigue. These long-lasting symptoms have been termed “long COVID-19” and can have an impact on your adult patient’s physical and mental wellbeing.

In addition to post-COVID recovery clinics available in the zone, such as the Edmonton North Primary Care Network COVID-19 Recovery Clinic and the University of Alberta Kaye Edmonton Clinic Pulmonary Care clinic, Community and Chronic Disease Management Services and Programs are available to help medically stable adult patients improve their health and manage their post-COVID symptoms.

Services include:

- **Better Choices Better Health® Chronic Disease Self-Management Workshop** - group series of the *Better Choices Better Health®* (BCBH) for patients with long COVID challenges starting in the fall. Call 780-735-1080 for more information or registration.
  - **Supervised Transitional Exercise Program (STEP) Forward** – Kinesiologist-led physical activity virtual program or in-person community-based program. For referrals, call 780-735-3483
  - **Community Aids to Independent Living** – Comprehensive assessment for Alberta Aids to Daily Living (AADL) basic medical equipment and supplies. For referrals, call Community Care Access at 780-496-1300
  - **Occupational Therapy Services for Chronic Disease Management** – supports for multiple occupational therapy needs and/or functional concerns. For referrals, call 780-342-8302
  - **Community Rehabilitation Interdisciplinary Services (CRIS)** – Multidisciplinary and Single discipline rehabilitation service (Occupational Therapists (OT’s), Physical Therapists (PT’s), Psychologists, Recreation Therapists, Therapy Assistants, Social Workers, Speech Language Pathologists) including group classes and self-management education. For referrals, contact the clinic at 780-735-2413.
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- **Complex Orthopedic Physiotherapy Program** – physiotherapy services for complex orthopedic conditions, including chronic pain, which cannot be managed by community therapists. For referrals, contact the clinic at 780-342-3385
- **Community Respiratory Services** – supports for clients with respiratory concerns provided by a Certified Respiratory Educator. For more information, call 780-735-3492
- **Addiction and Mental Health Access 24/7** - Provides a single point of access to adult addiction and mental health services and programs. Call 780-424-2424 for referrals
- **Specialized Rehabilitation Outpatient Program (Glenrose Rehabilitation Hospital)** – Interdisciplinary outpatient therapy program that provides tertiary level rehabilitation. Call 780-735-6100 for referrals.
- **Outpatient Cardiac Rehabilitation** - The Cardiac Rehab Program is a multi-disciplinary program that supports patients in secondary prevention and self-management of risk factors post-Cardiac event. [Cardiac Rehabilitation Referral form](#)
  - Glenrose Rehabilitation Hospital – Phone: 780-735-8206 Fax: 780-735-8243
  - Grey Nuns Hospital – Phone: 780-735-7738 Fax: 780-735-7545
  - Mazankowski Heart Institute – Phone: 780-735-8206 Fax: 780-735-8243

These community programs will support wayfinding for post-COVID patients with linkages to the appropriate service to ensure patient needs are met.

Some additional details on program and service description, eligibility criteria and referral information can be found below.



## Better Choices, Better Health®

### Chronic Disease Self-Management Program – Virtual Workshop

This workshop is for adults living with COVID-19. There is no cost. For those dealing with symptoms Post COVID, join us for the virtual “**Better Choices, Better Health® Program**” – supported by the **AHS Chronic Disease Self-Management Program**.

You will learn:

- Techniques to manage your symptoms
- Tips for healthy eating and becoming more active
- Strategies for talking with your health care team
- Methods for dealing with your difficult emotions
- Options for making your everyday tasks easier
- Ways to take care of yourself to enjoy a better quality of life

Read what a BCBH® participant says: <https://albertahealthservices.ca/news/Page15425.aspx>

### HOW DO I TAKE PART?

The virtual workshop takes place once a week for six weeks. We use the online platform Zoom ([www.zoom.us](http://www.zoom.us)). Support persons, family and friends are also welcome!

**To Join:** You will need a computer, laptop, or smartphone connected to the internet, with both a camera and microphone. You will need a private space to attend the workshop. If you have questions, please call the number below.

### Your Upcoming Virtual Better Choices Better Health® Workshop:

**Thursdays**  
**1:30 pm to 4:00 pm**  
**November 18 – December 23, 2021**

**For more information, or to register, call:**

**825-404-7460 (Press 3)**

**Providers: Print flyer for display or copies to give to your patients**

**Physical Medicine and Rehabilitation**

**Community Rehabilitation  
Interdisciplinary Services (CRIS)  
3 Sites**

**Age Range:**

- 18 years and older

**Programs and Services:**

**1. Multi-disciplinary services:**

- Virtual and clinic-based assessment and intervention
- Education and treatment groups – fibromyalgia, chronic pain, swallowing, voice care, communication, anxiety, caregiver supports, community re-integration, mindfulness and movement, etc.
- Self-management education

Multi-disciplinary service providers may include:

- Occupational Therapists, Physical Therapists, Psychologist, Recreation Therapist, Therapy Assistants, Social Worker, Speech Language Pathologists

**Eligibility Criteria:**

- Chronic / complex rehabilitation needs (must need OT or SLP services to qualify for CRIS, no PT only client); live in community

**2. Single Discipline Services**

- OT
- SLP
- Lymphedema at West location only (has a service specific referral form). Physician referral required.
- Splinting at East location only (has a service specific referral form)

Refer to [Inform AB](#) page for referral details

**Complex Orthopedic  
Physiotherapy**

**Age Range:**

- 18 years and older

**Programs and Services:**

- Virtual services and Outpatient Clinic with some services provided to Strathcona Community Hospital Emergency Department
  - Complex orthopedic rehabilitation
  - Chronic pain management
  - Concussion Management

**Eligibility Criteria:**

- Community-dwelling adults who have complex rehabilitation needs that impact function
- Non MVC related
- Non WCB related

**Program Tel:**  
780-342-3385

**Chronic Pain  
Management**

**Age Range:**

- 18 years and older

**Programs and Services:**

**Active Rehabilitation:**

- Interdisciplinary assessment and treatment includes OT, PT, Physician, Dietician, Nurse, Psychologist, Pharmacist, Exercise Therapist
- LifeMark Health Institute contracted services

**Eligibility Criteria:**

- Chronic pain – of more than 6 months duration
- Requires physician referral through Central Access

**Central Access:**

- Accepts referrals from primary care physicians to pain specialists

**Eligibility Criteria:**

- Referral by primary physician

Refer to [Inform AB](#) page for referral details

**Ambulatory  
Community  
Physical Therapy  
Clinics (contracted)**

**Age Range:**

- All ages

**Programs and Services:**

- Individual assessment and intervention through contracted PT clinics
- Specialty services such as:
  - Neurological
  - Incontinence
  - Orthopedic (time lines apply)

**Eligibility Criteria:**

- Live in community
- Non MVC related
- Non WCB related
- Not receiving Home Care PT

**Referral:** Patients to call the PT clinic directly.

For a complete list of PT clinics, please refer to [Inform AB](#) page.

**Audiology  
Services**

**Age Range:**

- 6 months and older

**Programs and  
Services:**

- Standard hearing assessment and follow-up
- Self-Management education
- Primary Audiology Clinical Services (PACS) screening (3-18 years)
- Hearing tests in hospitals and health centres by Audiologists

**Eligibility Criteria:**

- Live in community

Refer to [Inform AB](#) page for referral details

## Allied Health Community – Edmonton Zone Services at a Glance

*Delivering Community Rehabilitation Programs*

### Developmental Rehabilitation

#### Early Intervention Program

**Age Range:**

- Children 0 to 3.5 years

**Programs and Services:**

Support, education and information to families of children with two or more developmental delays or a diagnosed disability. Services include:

- Developmental screening
- Virtual, home and community visits
- Developmental activity suggestions
- Referral and linkage to health services and community resources
- Child and parent groups
- Resource lending library
- Specialized services to families for children with hearing loss and deaf-parented families

**Eligibility Criteria:**

Children aged birth to 3½ years in the Edmonton Zone with two or more developmental delays or a diagnosed disability.

**Referral:**

Refer to [Inform AB](#) page for referral details

#### Pediatric Community Rehabilitation: OT, PT and SLP

**Age Range:**

- Birth to 18 years of age

**Programs and Services:**

- OT, PT and SLP
- Services for individuals and groups through virtual health (phone, video) or at AHS clinic or community settings
- Online and in-person workshops

Child and family-centered services focus on:

- Functional needs at home and in community settings
- Meaningful participation at home and in the community
- Supporting transitions through life and developmental stages
- Information sharing and wayfinding supports
- Health promotion and injury prevention

**Eligibility Criteria:**

**Children Birth to 5 Years of Age:**

- **Early intervention to support development, prevent health complications and improve long-term health and wellbeing.**
  - OT: feeding, sleep, transitions, daily routines, dressing, play and interaction with others.
  - PT: Torticollis, functional mobility, movement & motor skill development
  - SLP: speech sounds, receptive and expressive language, fluency (stuttering)
- **Referral:**
  - OT, PT - call to self-refer: **780-735-3491**
  - SLP - call to self-refer: **780-408-8793**

**Children and Youth 6 to 18 Years or Registered in an Alberta Education program:**

- Services address new home and community based functional needs in eligible service areas when children/youth experience a significant change in their medical or (neuro) developmental condition; or due to injury, medical intervention, surgery, or illness.
  - SLP - fluency (stuttering) and speech sound disorders resulting from motor (e.g., apraxia), neurological (e.g. brain injury), structural (e.g. cleft palate) or sensory perceptual (e.g. hearing impairment) impairments.
  - OT - feeding, sleep, transitions, daily routines, dressing, socialization with others, life skills (e.g. chores, driving) and participation in community recreation
  - PT - functional mobility, movement & motor skill development

• **Referral:**

- OT, PT and SLP - call to self-refer: **780-735-3489**

**Allied Health Community – Edmonton Zone  
Services at a Glance**  
*Delivering Community Rehabilitation Programs*

**Chronic Disease Management**

**STEP  
(Supervised Transitional  
Exercise Program) Forward**

**Age Range:**

- Age 18 years and older

**Programs and Services:**

- Interdisciplinary Intake/Exit assessment process
- Kinesiologist led physical activity session twice weekly for 8 weeks
- Virtual program or in person community-based program
- Assessment and intervention
- Self-management education
- Can be self-referred

**Eligibility Criteria:**

- Living with chronic health conditions, (including long COVID) or decreased mobility
- Medical or rehabilitative intervention
- Medically stable

Refer to [Inform AB](#) pages for referral details

**CAIL (Community Aids  
to Independent Living)**

**Age Range:**

- Ages 18 years and older

**Programs and Services:**

- Focus is on Alberta Aids to Daily Living permanent equipment and supplies provision
- Home safety assessment for falls risk and prevention
- Comprehensive assessment for AADL medical/surgical supplies
- Lower leg clinic for compression stockings

**Eligibility Criteria:**

- Persons with chronic condition (including long COVID) or disability
- Live in community
- Not typically on Home Care

Refer to [Inform AB](#) pages for referral details

**CDM OT (Occupational  
Therapy Services for  
Chronic Disease  
Management)**

**Age Range:**

- Ages 18 years and older

**Programs and Services:**

- Supports clients in chronic disease management
- Home Safety assessment for falls risk and prevention
- Lower leg assessment for compression stockings
- Education and coaching for clients and family
- Caregiver coaching
- Clinical driving evaluations
- Scooter Assessments
- Community program: Boost Your Brain Health

**Eligibility Criteria:**

- Persons with chronic condition (including post COVID) or disability
- Live in Community
- Do not have active Home Care services
- Generally have multiple OT needs and/or functional concerns

Refer to [Inform AB](#) pages for referral details

**Community Respiratory  
Services**

**Age Range:**

- All ages

**Programs and Services:**

- AADL Walk Test services
- Chronic Lung Disease Management including asthma, COPD and Interstitial Lung disease
- Community-based Pulmonary Rehab programs
- Diagnostic services for Designated Assisted Living residents and homebound clients
- Respiratory educator services, Family Care Clinic at EEHC site
- QuitCore smoking cessation programs
- CPR recertification services for Edmonton Zone community services staff

**Eligibility Criteria:**

- Physician or N.P. referral required for AADL Walk Test, COPD rehab program, DAL residents, and FCC clients
- Self-referral for all other programs

Refer to [Inform AB](#) pages for referral details

[Respiratory Therapy – Community Breathe Easy Program – Pulmonary Rehabilitation Program](#)

### **Additional Resources and Tools:**

[Edmonton Zone Primary Care Pathway for Post-COVID-19 Rehabilitation](#)

[FAQs – Long COVID Symptoms or Health Concerns for Providers](#)

[Getting Healthy after COVID-19](#) is a webpage that has many patient and provider resources.

[How to Support Your Recovery and Rehabilitation After COVID-19](#): This is a resource to help patients understand the effects of COVID-19 and cope with the health challenges they may have after COVID-19. It can also help them make a plan with you, their healthcare provider, to improve their health and manage their symptoms

[Rehabilitation Advice Line](#) 1-833-379-0563, is available for Albertans over the age of 18 who:

- Have existing health conditions that affect muscles, bones and joints – including those awaiting or recovering from surgery, or
- Have existing disabilities related to neurological conditions (e.g., Parkinson's, Spinal Cord Injury, MS, Brain Injury, Stroke), or
- Are recovering from COVID-19.

The Rehabilitation Advice Line gives callers information about:

- Activities and exercises that help with physical concerns
- Strategies to manage the day-to-day activities affected by these concerns
- Rehabilitation services that are open for in-person and/or virtual visits
- Community-based organizations

How the line keeps patients connected to primary care:

- The Rehabilitation Advice Line will provide referral letters back to a caller's primary care provider outlining the reason for their call and the recommendations/advice that was provided.
- Those callers without a primary care provider will be encouraged to call Health Link 811 to be connected with a provider in their area.

An Alberta-only line, the Rehabilitation Advice line is answered by Allied Health clinicians and operates every day from 10 a.m. to 6 p.m