

Complex Airway Clinic Family Contact List

The following information is to help you connect with the correct person so your issue can be addressed in a timely fashion. If you are leaving a message at any number please include in the message: 1) your name; 2) your child's name; 3) the reason you are calling, and 4) the number to call you back on.

PURPOSE FOR YOUR CALL	CONTACT	NUMBER
A respiratory concern during regular business hours (Monday to Friday from 8:00-16:00) *Please try to call earlier in the day or the week to allow time to coordinate changes in your child's care	Pediatric Home Care Secretary Please indicate that your child has a tracheostomy and identify your primary complex airway nurse. For calls received before 14:00, an RN will respond to your call within 2 hours. For calls received after 14:00, an RN will respond to your call the next business day.	(403) 943-1790
A more urgent respiratory concern that requires immediate attention.	ACH Switchboard and ask them to page the Respiriologist on call or go directly to the Emergency Department.	(403) 955-7211
A respiratory concern after hours, on weekends or holidays	ACH Switchboard and ask them to page the Respiriologist on call.	(403) 955-7211
Test results, lab results and other Complex Airway Clinic follow-up	Pediatric Home Care Secretary who will connect you with your primary complex airway nurse.	(403) 943-1790
Complex Airway Clinic referrals or appointments	Complex Airway Booking Clerk	(403) 955-5828
Same day only Complex Airway Clinic appointment changes	Respiratory Clinics Reception Desk	(403) 955-2627
Home visit appointment changes (e.g. RN, RT)	Pediatric Home Care Secretary	(403) 943-1790
Ventilator related issues	Respiratory Benefits Program	(780) 342-8767
Other equipment related issues	Equipment Vendor	See attached info
After hours Home Care support	Home Care Response Team (HCRT)	(403) 955-6666
Home caregiver scheduling	Pediatric Home Care Scheduler	(403) 955-2394
Primary health care concerns	Family Physician or Community Pediatrician	See attached info
Dietitian, OT, PT, SLP or Social Work issues	ACH staff , contact the appropriate professional directly. Pediatric Home Care staff call the Pediatric Home Care Secretary	See attached info (403) 943-1790

**Please note that it is Home Care Policy not to give out staff's direct cell phone number.*

Your child's Designated Complex Airway Services Team Contacts:

	Contact Number
Registered Nurse _____	(403) 943-1790
Respiratory Therapist (RT) _____	(403) 943-1790
Social Worker _____	(403) 955-2581
Dietician _____	(403) 955-7331
Occupational Therapist (OT) _____	(403) 943-1790
Physical Therapist (PT) _____	
Speech Language Pathologist (SLP) _____	

Your child's equipment vendors:

Company	Equipment	Contact	Contact Number

Your child's Primary Care Provider: _____