

Patient Guide

Please talk to the AHS healthcare team if you have any questions about your health.



> Who provides Healthcare?

Alberta Health Services (AHS) provides healthcare in Alberta Provincial Correctional Centres.

The health services available at each centre may be different.

Please talk to the AHS healthcare team if you have health concerns.

> How do I ask for help from healthcare?

Any health concerns can be told to healthcare by a Health Services Request form (Commonly called “HSR”)

Your HSR will be kept private and is only available to the AHS healthcare team.

If you have an emergency health concern, please tell healthcare or a officer right away

Please come see the AHS healthcare team when you are asked.

> Will I get my medications?

AHS will review your medication history and talk with you about your medication.

Not all medications are available and the prescriber may change your medication.

Please talk with the AHS healthcare team about any medication concerns or fill out an HSR.

> How do I get my medications?

Medication is provided by the nurse in a medication line or may qualify to take on your own as a “Self -Administration medication.”

You will be asked to identify yourself using your name, ORCA number and/or date of birth.

Even if staff recognize you, they must identify you every time they give you medication.

Please talk with AHS staff about how you will take your medications.



> Health Appointments

If you have any healthcare appointments in the community, please tell an AHS healthcare team member.

If required, your appointment will be rescheduled to a new date.

> Privacy

Your healthcare records are private. Only AHS team members can see what is in your record. Correctional Officers, Parole Officers, police, and lawyers cannot see your health record.

Healthcare staff must follow laws that help keep your information safe and private, including:

- The Health Information Act
- The Freedom of Information Act
- AHS policies

> Health Records

You can ask for copies of your health record using the health services request (HSR).

You may be asked to fill out a form for the AHS access and disclosure team.

The AHS Access and Disclosure team will provide an answer to your request.

> There are 10 provincial correctional centres in Alberta

- Calgary Correctional Centre (CCC)
- Calgary Remand Centre (CRC)
- Calgary Young Offender Centre/Female Annex (CYOC-AFA)
- Edmonton Remand Centre (ERC)
- Edmonton Young Offender Centre/Female Annex (EYOC-FA)
- Fort Saskatchewan Correctional Centre (FSCC)
- Lethbridge Correctional Centre (LCC)
- Medicine Hat Remand Centre (MHRC)
- Peace River Correctional Centre (PRCC)
- Red Deer Remand Centre (RDRC)



> Patient Relations:

Share your experience with us. Your feedback improves our care.

You can talk with the AHS healthcare team, or with the AHS Patient Relations team.

By law, we protect your privacy when reviewing concerns and looking for a solution.

For more information:
Call AHS Patient Relations: 1-855-550-2555