

About this Pathway

Referral pathways help referring providers know where to send referrals and what information to include. These guidelines were created, updated, and co-designed with primary care, specialty care and patients.



We value all feedback to improve referral pathway. Please share your comments via Online Survey or scan the QR code.

Request Urgent Advice

(Patient may need to be seen immediately. Patients with conditions that require same day intervention and/or diagnostics but not hospitalization; not life threatening)

Call [RAAPID](#)

- RAAPID North: 1-800-282-9911.
- RAAPID South: 1-800-661-1700.

Request Emergency Consultation

(patient NEEDS to be seen immediately)

Call [RAAPID](#) or send to **Emergency Department via 911** as appropriate

Review Clinical Pathway

(for guidance on referral process, if available)

A clinical pathway may be available for your patient's condition. Please use the information to help support care decisions:

- [Provincial Head & Neck Cancer Diagnosis & Referral Pathway](#)
- [Obstructive Sleep Apnea Primary Care Pathway](#)
- [Provincial TMJ Dysfunction Primary Care Clinical Pathway](#)

If you have any questions while using a clinical pathway or if a clinical pathway is not available, reach out and seek advice.

Request Non-Urgent Advice

(when uncertain whether to submit a referral)

Coming Soon

Request Non-Urgent Consultation

(when patient requires non-urgent referral)

Submit a referral as per the process below:

1. Complete the **referral form (coming soon)** or a referral letter stating the reason for referral.
2. Attach all mandatory information to the referral.
Tip: review the [QuRE Referral/Consult Checklist](#) for high-quality referral guidelines.
3. **Coming Soon Alberta Facilitated Access to Specialized Treatment** will be accepting referrals via fax. Until launch, please use albertareferraldirectory.ca for referral information.

If you have questions about a previously submitted but unassigned referral, call the FAST office at 1-833-553-3278. If you have questions about an assigned referral, please contact the specialist office directly.

TABLE OF CONTENTS

General Oral & Maxillofacial Conditions

Chronic TMJ Pain (>3months)

Obstructive Sleep Apnea

Facial Deformity

Cleft Palate

Suspected Benign Mouth and Jaw Lesions

Consult by Oral Maxillofacial Surgery (other)

Suspected Head and Neck Cancer

Head and Neck Cancer Suspected

PROGRAM CONTACTS

| Program | Phone Number | Fax Number | FAST Form Link |
|---|-----------------------|-------------------------------|------------------------------------|
| RAAPID North (for patients north of Red Deer) | 1-800-282-9911 | | |
| RAAPID South (for patients in and south of Red Deer) | 1-800-661-1700 | | |
| Specialist Link (for patients in Calgary Zone) | 1-844-962-5465 | | |
| Connect MD (for patients in North and Edmonton Zones) | 1-844-633-2263 | | |
| North Zone FAST ¹ Team | 1-833-553-3278 ext. 1 | Coming Soon 1-833-627-7025 | Coming soon: link to referral form |
| Edmonton Zone FAST Team | 1-833-553-3278 ext. 2 | Coming Soon TBD | |
| Central Zone FAST Team | 1-833-553-3278 ext. 3 | Coming Soon 1-833-627-7022 | |
| Calgary Zone FAST Team | 1-833-553-3278 ext. 4 | Coming Soon 1-833-627-7023 | |
| South Zone FAST Team | 1-833-553-3278 ext. 5 | Coming Soon 1-833-627-7024 | |

© (2024) AHS. This material is intended for general information only and is provided on an “as is”, “where is” basis. AHS does not make any representation or warranty, express, implied or statutory, as to the accuracy, reliability, completeness, applicability or fitness for a particular purpose of such information. This material is not a substitute for the advice of a qualified health professional. AHS expressly disclaims all liability for the use of these materials, and for any claims, actions, demands or suits arising from such use.

¹ Facilitated Access to Specialized Treatment (FAST)

| GENERAL ORAL & MAXILLOFACIAL CONDITIONS | | | |
|---|---|---|---|
| Reason for Referral | Process | Mandatory Info (Essential investigations & timeframes) | Extra Info (If available) |
| CHRONIC TMJ PAIN (>3 MONTHS) | <ul style="list-style-type: none"> Refer to Clinical Pathway: Provincial TMJ Dysfunction Primary Care Clinical Pathway Send referral to Zone FAST Team. Coming Soon. Prior to launch, refer as per local zonal processes. | <ul style="list-style-type: none"> MRI ordered (MRI TMJ open and closed mouth views) | <ul style="list-style-type: none"> Some treatments may not be covered through Alberta Health Care Insurance (ie. dental fees) |
| OBSTRUCTIVE SLEEP APNEA (for surgical consideration) | <ul style="list-style-type: none"> Send referral to Zone FAST Team. Coming Soon. Prior to launch, refer as per local zonal processes. | <ul style="list-style-type: none"> Sleep Study showing moderate to severe findings | <ul style="list-style-type: none"> Some treatments may not be covered through Alberta Health Care Insurance (ie. dental fees) |
| FACIAL DEFORMITY | <ul style="list-style-type: none"> Send referral to Zone FAST Team. Coming Soon. Prior to launch, refer as per local zonal processes. | | <ul style="list-style-type: none"> CT Facial Bones Some treatments may not be covered through Alberta Health Care Insurance (ie. dental fees) |
| CLEFT PALATE | <ul style="list-style-type: none"> Send referral to Zone FAST Team. Coming Soon. Prior to launch refer as per local zonal processes. | | <ul style="list-style-type: none"> Some treatments may not be covered through Alberta Health Care Insurance (ie. dental fees) |
| SUSPECTED BENIGN MOUTH AND JAW LESIONS | <ul style="list-style-type: none"> Send referral to Zone FAST Team. Coming Soon. Prior to launch, refer as per local zonal processes. Any suspicion of cancer, go to the Suspected Head and Neck Cancer section of the pathway | | <ul style="list-style-type: none"> *Clinical photo Some treatments may not be covered through Alberta Health Care Insurance (ie. dental fees) |
| CONSULT BY ORAL MAXILLOFACIAL SURGERY (Other) | <ul style="list-style-type: none"> Send referral to Zone FAST Team. Coming Soon. Prior to launch, refer as per local zonal processes. | | <ul style="list-style-type: none"> Some treatments may not be covered through Alberta Health Care Insurance (ie. dental fees) |

* Clinical photos can be submitted via eReferral on Netcare. Encrypted clinical photos can also be emailed to FAST using AHS email or encrypted email. FAST email addresses (see next page for e-mail addresses)

SUSPECTED HEAD AND NECK CANCER

Category information taken from the Provincial Head & Neck Cancer Diagnosis & Referral Pathway
[Provincial Head & Neck Cancer Diagnosis & Referral Pathway](#)

Please follow this pathway **PRIOR** to sending in a referral. Refer when patient has physical exam finding(s) and/or symptom(s) that have lasted longer than 3 weeks despite management; or the patient has prior suspicious imaging. Note: for confirmed oral lesion, refer immediately.

| Reason for Referral | Process | Mandatory Info (Essential investigations & timeframes) | Extra Info (If available) |
|--|---|---|---|
| <p>HEAD AND NECK CANCER SUSPECTED (Oral persistent mass or ulcer)</p> | <ul style="list-style-type: none"> Send referral to Zone FAST Team. Coming Soon. Prior to launch, refer as per local zonal processes. All other suspected head and neck cancer conditions, refer to Provincial Head & Neck Cancer Diagnosis & Referral Pathway | | <ul style="list-style-type: none"> CT neck ordered with contrast (indicate ordered in referral letter) but do not delay referral while waiting for CT scan *Clinical photo Some treatments may not be covered through Alberta Health Care Insurance (ie. dental fees) |

* Clinical photos can be submitted via eReferral on Netcare. Encrypted clinical photos can also be emailed to FAST using AHS email or encrypted email. FAST email addresses:
 South zone: ABFAST.South@ahs.ca Calgary zone: ABFAST.Calgary@ahs.ca Central zone: ABFAST.Central@ahs.ca
 Edmonton zone: ABFAST.Edmonton@ahs.ca North zone: ABFAST.North@ahs.ca