HEALMAZE · FOR FAMILY PHYSICIANS

# Referring patients to HealMaze.

Physician-led virtual family-medicine clinic in Alberta for adults living with chronic illness and its mental-health impact. Care delivered by Alberta-licensed family physicians, complementing existing primary care.

## Refer patients who…

+ Adults living with a diagnosed or ongoing chronic condition (IBS, migraine, autoimmune disease, chronic pain, interstitial cystitis, chronic fatigue, thyroid disorders, and related conditions)
+ Patients experiencing illness-related anxiety, low mood, or difficulty coping alongside a chronic condition
+ Patients who would benefit from longer visits and structured follow-up for chronic-illness management
+ Patients you'd like a second pair of eyes on for medication review, care planning, or coordination
+ Alberta residents eligible for AHCIP coverage

## Not appropriate

– Medical emergencies or urgent presentations requiring same-day care
– Mental-health crises, active suicidal ideation, or safety concerns
– Conditions requiring hands-on examination, urgent imaging, or in-person procedures at the initial visit
– Primary psychiatric care requiring a psychiatrist
– Long-term psychotherapy requiring a psychologist or counsellor

## How to submit a referral.

OPTION 1 · FAX

Standard consult request. Reason for referral, relevant history, medications, recent labs where applicable.

**(587) 441-8379**

OPTION 2 · DIRECT PATIENT BOOKING

Send the patient our booking link; they complete intake themselves. Best when a consult letter isn't required.

**https://www.avaemr.ca/bookings/916974c8-cc8b-42b1-a960-0a3801a3ff14**

## What happens after you refer.

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| **Acknowledgement** | Referrals are reviewed within 2 business days. We contact the patient directly to book the initial appointment. |
| **Initial consultation** | A HealMaze physician sees the patient virtually. The visit is longer than a standard walk-in, with time for a proper history, symptom review, and care plan. |
| **Consult letter back to you** | We send a consult letter to the referring physician summarizing the assessment, plan, and any recommendations. Sent via the channel you specify on the referral. |
| **Ongoing follow-up** | Follow-up appointments are scheduled as clinically appropriate. We work alongside the patient's primary-care physician and specialists, not in place of them. |

### Coverage

Medically necessary insured physician visits are billed to AHCIP for eligible patients. Uninsured services may have additional fees, explained in advance.

### Questions

Contact healmaze@gmail.com.

HealMaze operates in accordance with the standards of the College of Physicians & Surgeons of Alberta, including virtual-care and information-management standards. HealMaze maintains a network of Alberta clinics for in-person referral when clinically necessary.

healmaze.com · healmaze@gmail.com