

Alberta Aids to Daily Living Bulletin #108

Important information

Citadel Mews West Seniors Complex Fire

Affected clients

- For AADL clients who have lost all identification, they may identify themselves to an AADL authorizer or vendor with their name, address, date of birth, Personal Health Number (PHN) or any other information they can provide along with a description of the AADL approved medical equipment and supplies that were lost or damaged.
- Clients may contact HEALTH Link Alberta toll free at 811 to locate an AADL authorizer.
- If clients are unable to obtain replacement medical equipment or supplies from their regular AADL vendor, they should consult the approved vendor list for an alternate vendor. The list can be found here: <https://www.alberta.ca/aadl-approved-vendors-list.aspx>

Oxygen & BPAP - Clients who receive funding for respiratory benefits through the AADL program and require additional supplies should contact their AADL vendor .

Medical supplies - Clients who need to replace lost or destroyed medical supplies may contact their AADL vendor directly. If clients need additional quantities, they should contact Lori Harmon at AADL (780) 643-1307 or toll free by dialing first 310-0000.

Medical equipment - Clients who need to replace lost or destroyed medical equipment (e.g., walker) or aids (e.g., hearing aids, prosthetics, etc.) should contact an AADL authorizer or their AADL specialty assessor.

AADL authorizers

- Requests for additional medical surgical supplies will be handled directly by the AADL Program Manager, Lori Harmon at 780-643-1307, Lori.Harmon@gov.ab.ca
- Requests for equipment such as mobility or bathing aids will be done through the Quantity Frequency Review (QFR) process on an expedited basis. Please send requests to the QFR fax line at 780-644-1521 with the title "replacement due to Citadel Mews West Seniors Complex fire".
- Authorizers' requests for trial equipment should take into consideration:
 - Temporary need – Please access equipment available through a community recycle pool or the AADL recycle pool.
 - Long-term need – A full assessment is required.

<https://www.alberta.ca/alberta-aids-to-daily-living.aspx>

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Classification: Public



AADL vendors/specialty suppliers

- Vendors who need to meet a client's immediate needs should contact the appropriate AADL Program Manager (see below) with the details to ensure these claims are processed as expedited Quantity and Frequency Review requests.
- Requests for aids, prosthetics or orthotics will be done through the Quantity Frequency Review process on an expedited basis. Please send requests to the QFR fax line at 780-644-1521 with the title "replacement due to Citadel Mews West Seniors Complex fire".
- Requests for replacement hearing aids, communication aids or respiratory equipment can be processed through the Alberta Blue Cross Online Health Portal as a QFR authorization.

Key AADL Contacts

AADL authorizers or vendors may contact the appropriate AADL Program Manager, Monday through Friday, 8:15 a.m. to 4:30 p.m., for assistance to expedite the replacement of medical equipment and supplies:

Mobility Equipment	Jennifer Mabugat-Chan	780-422-6567
Medical/Surgical Supplies	Lori Harmon	780-643-1307
Respiratory Supplies	Elizabeth French	780-422-7930
Prosthetics & Orthotics	Stanley Kolodziej	780-422-8487
Hearing & Communication	Raeanne Rowswell	780-415-1606
Speech Generating Communication Devices	Christine Beliveau	780-422-4846

Please note that help is also available through the Red Cross at 780-342-8588, but you will need a referral from a healthcare provider.