

Important Information for AADL Clients, Authorizers and Vendors on Fort McMurray Wildfires

Clients Impacted by the Fort McMurray Wildfires

- ◆ 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 what AADL approved medical equipment and/or supplies were lost or damaged.
- ◆ Clients may contact HEALTH Link Alberta toll free at 1-866-408-5465 to locate an AADL authorizer.
- ◆ If clients are unable to obtain replacement medical equipment or supplies from their regular AADL vendor, they should contact AADL directly at (780) 644-3841 or toll free by dialing first 310-0000 to locate another vendor.
- ◆ If clients are unable to obtain respiratory benefits from their regular AADL vendor, they should contact AHS Respiratory directly at (780) 342-8767 or toll free at 1-855-346-8767 to locate another vendor.
- ◆ Clients impacted by the fire will **not** have to cost share on replacement equipment or supplies.

Oxygen - Clients who receive funding for oxygen through the AADL program and require additional supplies should approach their AADL vendor directly to obtain the supplies.

Medical Supplies - Clients who need to replace lost or destroyed medical supplies may approach their AADL vendor directly for replacement of their supplies. If clients need additional quantities they will need to 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.) will need to contact an AADL authorizer or their AADL specialty assessor for replacement.

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. QFR fax line 780-644-1521. Please indicate "replacement due to Fort McMurray Fire".
 - ◆ Authorizers' requests for trial equipment should take into consideration:
 - ◆ Temporary need – use equipment available through either a community recycle pool, or the AADL recycle pool
 - ◆ Long term need – requires a full assessment

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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 of these requests to ensure these claims will be processed as expedited Quantity and Frequency Review requests correctly.
- ◆ Requests for aids such as hearing aids or prosthetics will be done through the Quantity Frequency Review (QFR) process on an expedited basis. QFR fax line 780-644-1521. Please indicate "replacement due to Fort McMurray Fire".

Key Contact Information Monday through Friday 8:15-4:30pm

- ◆ AADL authorizers or vendors may contact the appropriate AADL Program Manager for assistance to expedite replacement of medical equipment and supplies:

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| Mobility Equipment | Jacki Whitford | 780-422-8025 |
| Medical/Surgical Supplies | Lori Harmon | 780-643-1307 |
| Respiratory Supplies | Michelle Pemberton | 780-342-8774 |
| Prosthetics & Orthotics | Kyle Duplessis | 780-422-8487 |
| Hearing & Communication | Raeanne Rowswell | 780-415-1606 |
| | Marilyn Rilling | 780-422-6715 |
| 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.