



Welcome to the first edition of the Dementia Advice Line newsletter – your source for news, update and information about Primary Care Alberta’s Dementia Advice Line.



## *Meet the Dementia Advice Line*

The Dementia Advice Line is a province-wide telephone service with Primary Care Alberta’s Health Link 811 team that provides a vital connection for care partners of people living with dementia.

Callers can call 811 24/7 and speak with a Registered Nurse with specialized training in gerontology and dementia. Callers can be connected to services related to nutrition, mental health, physiotherapy or occupational therapy.

Trained professional medical interpreters are available to Dementia Advice Line callers. Interpretation is available in 240 languages. If callers identify the language they speak, an interpreter in that language can be brought into the call to facilitate the conversation.

The Dementia Advice Line ensures continuity of care by bridging communication between patients and their primary care providers, who receive timely updates on concerns addressed through the Dementia Advice Line. The Line also has partnerships with programs throughout Alberta and can provide direct referrals to programs such as Caregivers Alberta, Alzheimer’s Society and home care.

## By the numbers

82%

of callers are calling for a family member or friend

98%

of callers would recommend the Dementia Advice Line to family or friends

88%

of respondents rated their experience as an 8 or higher on a 10-point scale

## Types of calls:

- General inquiries
- Understanding illness, behaviours and progression of disease
- Advice on how to discuss a diagnosis with family
- Information on housing options
- Navigation on how to receive a dementia assessment or diagnosis
- Care partners support including Homecare services and referrals to other agencies.



## Who is Primary Care Alberta?

The Dementia Advice Line is now part of Primary Care Alberta, the new provincial health agency responsible for primary care across the province. We are still providing the same services and support as we did before, but under a new organization.

For more information about Primary Care Alberta, go to [primarycarealberta.ca](https://primarycarealberta.ca).



## Our impact

In the Dementia Advice Line's 10 years of operation (2024-25), the tele-triage team has spoken to more than 12,100 Albertans about:

- Caregiver support and resources to help manage caregiver stress
- How to request cognitive assessments, geriatric assessments
- How to manage behaviours and safety concerns
- How to access homecare, and active aging programs in the community

### Caller feedback:

- *“When I spoke with the dementia advice nurse, she was amazing — ever so kind, helpful and calming, and amazing. I'm just very thankful that we have resources like that available. Thank you for all your help, we really appreciate it.”*
- *“I don't know how they can help me more, but I want them to know how incredibly valuable it was for her. It's been really helpful. It's been really good.”*
- *“I would rate it a ‘10 plus, plus, plus, plus.’ If there was a way to let more people know that this is available — I had just happened to talk to the right person at the time, because it was a huge resource for me. If more advertising could happen so more people can learn about this program, it would be great.”*

## How to reach us

If you or someone you know has questions or needs dementia advice, call 811.

Registered Nurses are available to provide support and answer questions Monday – Friday 8 a.m. to 8 p.m.

You can also [self-refer](#) and receive a call back within 72 hours.