

Client Discharge Handbook

Transitioning
to ongoing
supports



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You have taken an important step



You have taken an important step to support your mental wellbeing through your involvement in an Addiction and Mental Health Outpatient Clinic (AMH clinic). We want to acknowledge that change can be hard. As you begin the next stage of your recovery journey, we hope you take the time to recognize all the work you have done! Mental health is important to all of us, and your ongoing commitment to your wellness is an investment in building a life that is meaningful to you.

This handbook is for clients in the following clinics:

- Community AMH Clinics (NW, South, Central, NE)
- Rural Community AMH Services (Strathmore, Airdrie, Banff, Canmore, Lake Louise, Chestermere, Claresholm, Cochrane, Didsbury, High River, Diamond Valley, Okotoks, Vulcan)
- Addiction Centre
- Adult Addiction Services
- Adult Psychosis Program
- Anxiety Disorders Clinic
- Calgary Diversion Service
- Carnat Centre for Mental Health Rehabilitation
- Community Geriatric Clinic
- Early Psychosis Intervention Program
- Dialectical Behavioural Therapy Clinic
- Forensic Assessment and Outpatient Services
- Indigenous Mental Health
- Mood Disorders Program
- Psychiatric Adult Service

What if I need addiction and/or mental health supports again?



Though your time at the AMH clinic is coming to a close, we hope you won't hesitate to reach out again if you need addiction or mental health support in the future. There are also many other ways to receive addiction and/or mental health support.

- If it has been **less than three months** since your last AMH clinic appointment and you feel like you need further mental health support, call the AMH clinic directly.

- If it has been **longer than three months** since your last appointment at the AMH clinic, call Access Mental Health at 403-943-1500, Monday to Friday, 8 a.m.-5 p.m. to explore the most appropriate supports for you.

If you need to be seen urgently

There are many other services with single-session, telephone supports, or emergency supports when needed.

- The brochure ([Know Your Options for Finding Help](#)) directs you to these services.

Other supports available to you

Emergencies

Emergency departments are open 24/7

- Call **911** or
- Go to the nearest hospital **emergency department**

Suicide support

The Suicide Crisis Helpline is open 24/7

- Call or text **988**

Crisis support

The Distress Centre Calgary is open 24/7

- Call or text **1-403-266-4357** or
- Chat [distresscentre.com](https://www.distresscentre.com)

Mental health advice

The Mental Health Help Line is open 24/7

- Call **1-877-303-2642**

Indigenous mental health support

The Hope for Wellness Help Line is open 24/7

- Call **1-855-242-3310** or
- Chat [hopeforwellness.ca](https://www.hopeforwellness.ca)

Addiction advice

The Addiction Help Line is open 24/7

- Call **1-866-332-2322**

What can I expect next?



As you transition from the AMH clinic, here is what you can expect:

- Your discharge summary outlines the work that you did and the plan that you made with your care team to continue to stay well. The discharge summary was most likely sent to your family physician, so they can continue to follow up with you about your mental health*. You may also choose to share this document with other care providers if you think it would be helpful.

- You are encouraged to continue to use strategies and practices that support your mental health. We have included some information in this handbook that you can review and come back to at any time.

*Your discharge summary would not be sent to your family physician if you had communicated this wish to your AMH clinic mental health professional.

What can I do to stay well?



To support your wellness journey, you may find the information below helpful to review as you continue to work on your wellbeing. You may also choose to share this information and what works well for you with your supports.

Wellness includes your physical health, mental health, spiritual health, and emotional health. To help with pursuing and maintaining wellness here are some things you can do or keep doing:

1 Review resources

Refer back to any materials and resources that you were given while at the AMH clinic. They offer ongoing reminders of the skills you have learned.

2 Follow-up with your family physician

Follow-up directly with your family physician/primary care provider, as needed.

3 Reach out early for support

Reach out again whenever you recognize early signs that you may need additional support. We know that life happens; sometimes you may need a boost of short-term mental health support on your wellness journey.

4 Practice the foundations

Keep in mind the many things that generally support our mental health, presented below as the foundations of mental health.

- Exercise
- Nutrition
- Sleep
- Connection and fun
- Meaning and purpose

Incorporating recovery into your wellness journey

Recovery is personal and uniquely yours; it is a journey. As you transition from the AMH clinic your recovery journey will continue. Included here some of the principles of recovery for you to refer to as you continue to work towards your goals and mental well-being.

- Hope
- Dignity
- Self-determination
- Responsibility

For more information about recovery, visit:

- myhealth.alberta.ca, search “10 Principles of Recovery”
- mentalhealthcommission.ca/English/recovery “What is Recovery?”
- recoverycollegecalgary.ca Recovery College

How do I provide feedback about my care?



As you reflect on your time in the AMH clinic, we hope you will consider providing feedback on your experience with us. AHS appreciates this information as it helps us better understand positive client experiences as well as areas where we can improve care. You can:

- provide information directly to your clinician
- use a feedback box (where available), or
- complete an online client experience survey (see below).

In addition to providing feedback directly to your AMH clinic, the AHS Patient Relations department provides another opportunity to share suggestions to improve services, concerns about care, or compliments about your health care experience. Visit ahs.ca/patientfeedback or call 1-855-550-2555.

Online Survey

This link will take you to the online survey to provide feedback. It takes approximately 5-7 minutes to complete. If you have not already completed a survey, click on the link or, type the link exactly as written in your web browser and hit Enter.

https://redcap.link/clientexperience_community_outpatient_short

Your feedback is anonymous. If you already completed this survey at your last clinic appointment, or did it in response to an emailed request, there is no need to complete it again.

Conclusion

We hope this discharge handbook has provided you with valuable information and assists you in transitioning to ongoing supports. If you have additional questions, a mental health professional at your AMH clinic can help. Refer back to the contact details for your specific AMH clinic.

