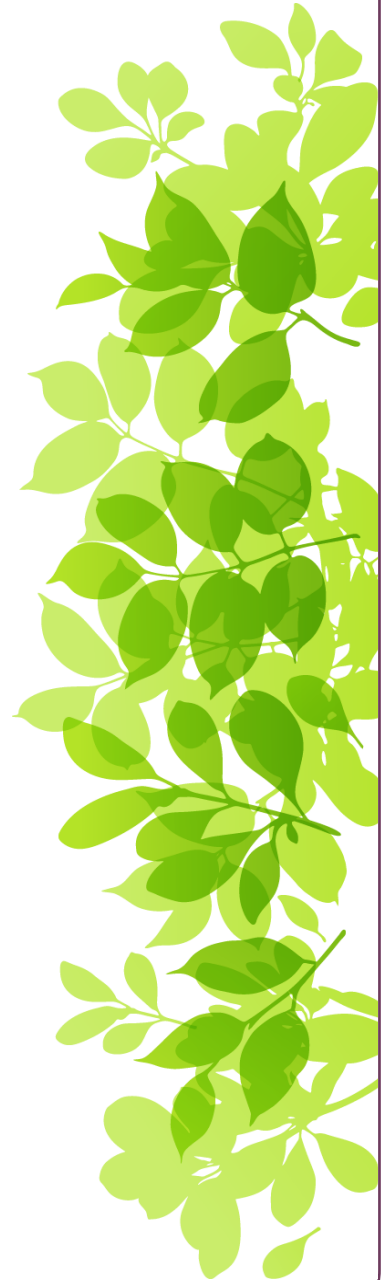


# Client Discharge Handbook

## Transitioning to ongoing supports

This Client Discharge Handbook is for clients enrolled in the following clinics:

- Community Addiction and Mental Health Clinics (Northeast, South, Central, Northwest)
- Community Addiction and Mental Health Services-Rural (Strathmore, Airdrie, Banff, Canmore, Chestermere, Claresholm, Cochrane, Didsbury, High River, Oilfields, Okotoks, Vulcan)
- Adult Addiction Services
- Addiction Centre
- Adult Psychosis Program
- Early Psychosis Intervention Program
- Mood Disorders Program
- Anxiety Disorders Clinic
- Women's Mental Health Clinic
- Dialectical Behavioural Therapy Clinic
- Indigenous Mental Health
- Community Geriatric Clinic
- Carnat Centre for Mental Health Rehabilitation



# 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.

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## 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 doctor, 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 doctor if you had communicated this wish to your AMH clinic mental health professional.

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

Though the 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.

### Access Mental Health

Central access for addiction and mental health services in the Calgary Zone. See [ahs.ca/accessmh](https://ahs.ca/accessmh) or call 403-943-1500 / 1-844-943-1500.

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 to discuss your mental health needs, review the options outlined in your discharge plan or explore a return to the AMH clinic.

If it has been longer than three months since your last appointment at the AMH clinic, call Access Mental Health to explore the most appropriate supports for you.

### Know your Addiction and Mental Health Options Brochure

You may find this brochure helpful. It lists local walk-in supports, help lines and urgent supports. Find it here: [ahs.ca/accessmh](https://ahs.ca/accessmh)

### Emergency Supports and Help Lines

See the back page of this handbook.

### Primary Care Provider / Family Physician

As your lead healthcare provider, they can continue to support you and navigate you to the most suitable healthcare services.

### Employee and Family Assistance Programs (EFAP)

If available to you, these programs offer supports and resources.

### Online Resources

[ahs.ca/amh](https://ahs.ca/amh)  
[myhealth.alberta.ca](https://myhealth.alberta.ca)  
[ahs.ca/options](https://ahs.ca/options)

### Community-based Mental Health Services and Supports

You can learn more about what is available through:

- Access Mental Health [ahs.ca/accessmh](https://ahs.ca/accessmh)
- 211, Community and Social Services Help Line

# Staying well

To support your wellness journey, this handbook includes helpful information related to staying well and your recovery. You may find these helpful to review as you continue to work on your mental 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.

### Foundations of mental health

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



# Supporting recovery: What this means to you?



Recovery is personal and uniquely yours; it is a journey. As you transition from the AMH clinic your recovery journey will continue.

Included here are the principles of recovery for you to refer to as you continue to work towards your goals and mental well-being.

## Principles of recovery

Hope  
Respect  
Strengths focused  
Holistic  
Empowerment



### Visit:

**10 Principles of Recovery – Search within [myhealth.alberta.ca](https://myhealth.alberta.ca)**  
**What is Recovery? – [mentalhealthcommission.ca/English/recovery](https://mentalhealthcommission.ca/English/recovery)**  
**Recovery College – [recoverycollegecalgary.ca](https://recoverycollegecalgary.ca)**

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## 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.



# Providing feedback



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 a client experience questionnaire.

A link to the online survey is listed below. 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*. 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. Thank you very much for your feedback.

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](https://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. [https://redcap.link/clientexperience\\_community\\_outpatient\\_long](https://redcap.link/clientexperience_community_outpatient_long)

## Supports available

### Emergencies

Call 911 or go to your nearest emergency department/urgent care (24/7)

### Health Advice

Call Health Link at 811 (24/7)

### Addiction Help Line

1-866-332-2322 (24/7)

### Mental Health Help Line

1-877-303-2642 (24/7)

### First Nations and Inuit Hope for Wellness Help Line

1-855-242-3310 (24/7)

### Calgary Distress Centre

1-403-266-HELP (4357) or chat / text at [distresscentre.com](https://distresscentre.com)

 **For additional addiction and mental health information or resources visit [ahs.ca/amh](https://ahs.ca/amh)**

