

Frequently Asked Questions

This information provides an overview of AHS' Outpatient and Community physiotherapy services as of **July 1, 2021 for Red Deer, Fort McMurray, Grande Prairie and Sexsmith** including eligibility criteria, how to access them, what to expect and more.

1. What are AHS Outpatient and Community Physiotherapy Services?

AHS offers funded physiotherapy services for Albertans with specific physical concerns to help improve their function, better understand their condition and learn what they can do to be healthy and independent. This includes physiotherapy services for:

- General joint or muscle conditions or injuries
- Recent fractures or orthopedic surgeries
- Recent hip or knee replacements

AHS-funded physiotherapy services are provided virtually or in-person through AHS facilities (outpatient) or community clinics who have contracts with AHS.

2. Who is eligible for AHS-funded physiotherapy services?

See below for information on the eligibility criteria for each concern and how to access AHS-funded physiotherapy services.

Concerns:	Recent fractures or orthopedic surgeries
Who:	Children and adults
Criteria:	Fracture or orthopedic surgery happened within the last 12 weeks. Clinics must have AHS approval for care requiring to start later than 12 weeks.
Access:	No referral needed. Call a clinic listed in the directory to book an assessment: ahs.ca/AdultRehab
Concerns:	Recent hip or knee replacement
Who:	Adults
Criteria:	Hip or knee replacement has happened within the last 12 weeks. Clinics must have AHS approval for care requiring to start later than 12 weeks.
Access:	No referral needed. Call a clinic listed in the directory to book an assessment: ahs.ca/AdultRehab

Concerns:	General joint or muscle conditions or injuries
Who:	Children and adults
Criteria:	Any Albertan can call the Rehabilitation Advice Line for general advice. Low-income Albertans may be eligible for virtual or in-person services provided in an AHS facility or through a community clinic that has a contract with AHS.
Access:	Call the Rehabilitation Advice Line 1-833-379-0563 Monday to Friday, 9 a.m. to 5 p.m.

3. How does AHS determine who qualifies for in-person or virtual AHS-funded physiotherapy for general joint or muscle conditions or injuries?

AHS offers funded in-person or virtual services for Albertans with general joint or muscle conditions or injuries who meet low-income criteria. To determine low-income, AHS considers a person's income and family size or participation in a number of Alberta or Canadian government subsidy programs.

4. What can be expected from AHS-funded Outpatient and Community Physiotherapy Services?

A registered physiotherapist will provide physiotherapy services. Physiotherapists are movement specialists who are trained to help people participate in their daily activities by helping them improve function and manage their pain and concerns.

In general, the AHS-funded physiotherapy services include:

- An assessment
- A home exercise program
- Education on the condition and to help manage daily living
- Education to support ongoing activity and long-term recovery.

For in-person or virtual services, participation in recovery will be encouraged at home and in the clinic. For some concerns, such as hip or knee replacements, physiotherapy may be provided in a group.

5. How many AHS-funded visits are provided?

The number of visits eligible Albertans will receive depends on the complexity and type of concern and also AHS service standards.

6. Where are AHS-funded physiotherapy services provided?

AHS-funded physiotherapy services are provided in AHS facilities or through community clinics that have a contract with AHS.

Not all physiotherapy clinics in communities have contracts with AHS. See a list of our clinics: ahs.ca/AdultRehab.

7. What if someone is not eligible for in-person or virtual AHS-funded physiotherapy?

All Albertans can call the Rehabilitation Advice Line for free, general advice 1-833-379-0563. The service provides information on:

- Activities and exercises that help with physical concerns
- Strategies to manage the day-to-day activities affected by these concerns
- Rehabilitation services that are open for in-person and/or virtual visits
- Community-based organizations.

Albertans can choose to pay out of pocket or use third-party benefits to access the physiotherapy service provider of their choice.