

# Navigating your healthcare journey

## With the right information

To help you navigate your health and wellness journey, here are some helpful resources to support patients, families, and caregivers in Alberta.

### Need help finding healthcare advice?

Call Health Link 811 about healthcare options in your community, immunization records, or referrals for addictions, mental health, dietitian service or rehabilitation and dementia advice, and many more healthcare services. Dial 811 for free 24 hours per day, 7 days a week, confidential advice and help navigating the healthcare system. Health Link staff will assess your needs and provide advice for your immediate concerns. For other ways to contact us go to [ahs.ca/healthlink](https://ahs.ca/healthlink).

### Want to learn about taking an active role in your healthcare?

The Health Quality Council of Alberta has resources on working with your healthcare team.

Visit [hqca.ca/for-patients-and-families/working-with-your-healthcare-team-overview/working-with-your-healthcare-team/](https://hqca.ca/for-patients-and-families/working-with-your-healthcare-team-overview/working-with-your-healthcare-team/)

### Searching for trusted, easy-to-understand health information, tools and resources?

Visit [myhealth.alberta.ca](https://myhealth.alberta.ca)

### Are you getting ready to leave the hospital?

My Next Steps: Getting ready to leave the hospital guide can help you think about what questions to ask during a discharge conversation so you feel ready and confident as you leave the hospital.

Visit [ahs.ca/assets/info/hp/phc/if-hp-phc-phcin-mns.pdf](https://ahs.ca/assets/info/hp/phc/if-hp-phc-phcin-mns.pdf)

### Preparing for a virtual care visit?

Visit [ahs.ca/virtualhealth](https://ahs.ca/virtualhealth)

Visit [cma.ca/resources/how-navigate-virtual-care-visit-patient-guide](https://cma.ca/resources/how-navigate-virtual-care-visit-patient-guide)

### Preparing for surgery?

This guide will help you get ready for your surgery and what to expect before you go to the hospital, what happens on the day of your surgery and what you will need once you go home after surgery.

Visit [myhealth.alberta.ca/yoursurgeryjourney](https://myhealth.alberta.ca/yoursurgeryjourney)

### Needing to find care but don't have a family doctor?

Visit [albertafindadoctor.ca](http://albertafindadoctor.ca) or call Health Link 811.

Not every condition is an emergency. Get to know your options.

Visit [ahs.ca/options](http://ahs.ca/options)

Find healthcare facilities and services near you.

Visit [ahs.ca/findhealth](http://ahs.ca/findhealth)

### Looking for help to quit smoking?

Visit [albertaquits.ca](http://albertaquits.ca)

Call the Alberta Quits Tobacco Help Line 1-866-710-QUIT (7848) or call Health Link 811

### Have questions about medicine safety?

Health Quality Council of Alberta (HQCA) and MyHealth Alberta have tips for managing your medications.

Visit [hqca.ca/wp-content/uploads/2022/03/HQCA-Tips-for-managing-your-medications-March-25-2022.pdf](http://hqca.ca/wp-content/uploads/2022/03/HQCA-Tips-for-managing-your-medications-March-25-2022.pdf)

Search [myhealth.alberta.ca](http://myhealth.alberta.ca) for information about “*Staying Safe When You Take Several Medicines*” and “*Accidental Overdose of Medicine: Care Instructions*”

### Want to access your healthcare information online?

View your lab results, immunization records and medications online

Visit [myhealth.alberta.ca/myhealthrecords](http://myhealth.alberta.ca/myhealthrecords)

See test results, visit summaries, care plans, manage appointments, interact with your AHS healthcare and more.

Visit [ahs.ca/myahsconnect](http://ahs.ca/myahsconnect)

### Preparing for a specialist appointment?

View the printable and electronic QuRE Patient & Caregiver Journals

Visit [ahs.ca/assets/info/hp/arp/if-hp-arp-quire-patient-caregiver-journal.pdf](http://ahs.ca/assets/info/hp/arp/if-hp-arp-quire-patient-caregiver-journal.pdf)

Visit [ahs.ca/assets/info/hp/arp/if-hp-arp-quire-patient-caregiver-journal-electronic.pdf](http://ahs.ca/assets/info/hp/arp/if-hp-arp-quire-patient-caregiver-journal-electronic.pdf)

### Finding and applying for family and social supports?

Alberta Supports can help you access more than 30 programs and 120 services for seniors, people with disabilities, job seekers, parents and families, homelessness, financial assistance, abuse, and family violence prevention.

Call 1-866-644-5135 (open 24 hours)

Visit [alberta.ca/alberta-supports](http://alberta.ca/alberta-supports)

**211****Looking for programs and services in your community?**

A helpline and online database of Alberta's community and social services.

Visit [ab.211.ca](http://ab.211.ca) (open 24 hours)

**Looking for Indigenous health services?**

Visit [ahs.ca/indigenous](http://ahs.ca/indigenous)

Indigenous Support Line, *Walk with Me. Talk with Me. Learn with Me.* is available in North, Central and South Zones.

Call 1-844-944-4744 from 12:00 and 8:00 PM, Monday to Friday.

Visit [ahs.ca/isl](http://ahs.ca/isl)

**Looking for information to help prevent family violence?**

Call the Family Violence Information Line 310-1818 (open 24 hours)

**Wanting support for addiction and mental health?**

Confidential helplines open 24 hours a day, 7 days a week, that provide support, information, and referrals for people with addiction and mental health concerns.

Addiction Helpline: 1-866-332-2322

Mental Health Helpline: 1-877-303-2642

Visit [ahs.ca/helpintoughtimes](http://ahs.ca/helpintoughtimes)

**Getting healthy after COVID-19?**

Resources to help manage symptoms and get help when needed after having COVID-19.

Visit Getting Healthy After COVID-19: [ahs.ca/topics/Page17397.aspx](http://ahs.ca/topics/Page17397.aspx)

Visit [ahs.ca/covidmentalhealth](http://ahs.ca/covidmentalhealth)

Call the rehabilitation advice line: 1-833-379-0563 or [ahs.ca/ral](http://ahs.ca/ral)

**Questions about nutrition?**

Call Health Link at 811 and ask to talk to a dietitian, or complete a self-referral at [ahs.ca/811](http://ahs.ca/811)

Visit [ahs.ca/nutrition](http://ahs.ca/nutrition)

Visit [ahs.ca/nutritionhandouts](http://ahs.ca/nutritionhandouts)

### Looking for health information in your language?

Visit [ahs.ca/languages](https://ahs.ca/languages)

### Want support with spiritual practices for resilience?

Visit [ahs.ca/spiritualcare](https://ahs.ca/spiritualcare) and search for “Spiritual Practices Workbook”

### Looking for information about LGBTQ2S+ health services and supports?

Visit [ahs.ca/sogie](https://ahs.ca/sogie)

### Needing emergency financial assistance?

Alberta’s Income Support program can help you get emergency financial assistance to help with basic needs like shelter, food, clothing, medicines and transportation.

Call 1-866-644-5135 (open 24 hours)

Visit [alberta.ca/income-support.aspx](https://alberta.ca/income-support.aspx)

### Recovering at home?

For adult rehabilitation services

Visit [ahs.ca/adultrehab](https://ahs.ca/adultrehab)

For Home Care services

Visit [ahs.ca/homecare](https://ahs.ca/homecare) or call Health Link 811

Alberta Healthy Living Program offers group classes to help improve your health and quality of life if you have a chronic condition.

Visit [ahs.ca/ahlp](https://ahs.ca/ahlp)

### Finding information and help advice?

Health Link helps you to find your way in Alberta’s healthcare system. They will provide you with information and referral specialists that will guide you to the right care provider, at the right time, in the right place.

Call 811 (open 24 hours)

For questions or more information, please contact [coact@ahs.ca](mailto:coact@ahs.ca)

Developed for and with patients and families in partnership with Alberta Health Services [phc.integrationnetwork@ahs.ca](mailto:phc.integrationnetwork@ahs.ca)