

REFERRAL OPTIONS IN ALBERTA

Here are some options an individual in Alberta can access the next level of care immediately that are cost-efficient:

1. **FAMILY DOCTOR** - Book an appointment with a Family Doctor if they have one (either in-person or virtually). A doctor will be able to triage and provide some kind of care in the immediate interim and refer the individual to the most appropriate next level of care. Tell the individual to advise their doctor to use the Alberta Referral Directory which provides a single point of access to health professionals for current updated referral information in Alberta. The ARD is comprised of service and consultant demographics, referral guidelines, referral forms and detailed instructions to facilitate referral acceptance without delay.

ARD: <https://www.albertahealthservices.ca/info/Page14282.aspx>

If they don't have a GP there is option 2 or 3:

2. **ACCESS 24/7** - the individual can either call them anytime or go to their walk-in clinic 24/7. Because there is such an increase in demand when people call, they are not getting through and their calls are not always getting returned so it is recommended to go in-person to their walk-in clinic for their Adult in-take services if possible.

Clinic Address:

Anderson Hall

10959 102 Street Edmonton, Alberta, T5H 2V1

Tel: 780-424-2424

Link: <https://www.albertahealthservices.ca/findhealth/Service.aspx?id=1077952&serviceAtFacilityID=1122569#contentStart>

Link: <https://mentalhealthfoundation.ca/stories/access-made-easier-for-addiction-and-mental-health/>

3. **WAYFOUND** – Adult Intake, assessment, and counseling services. In-person clinics in Calgary, Red Deer City and Edmonton. Most counsellors are willing to provide remote counselling if individuals are not able to travel.

To start the intake process individuals can call the Wayfound toll-free number or submit an application form online. Peers can also do this on behalf of the person they are referring.

Toll-Free#: 1-855-946-7792

Link: <https://wayfound.ca/get-help-now/>

Other resources:

4. **CRISIS SERVICES CANADA Hotline:** 1-833-456-4566
Can be accessed 24/7 to be connected to a crisis interventionist. The individual can access this line anytime in the middle of the day or the middle of the night if they find themselves struggling and don't know what to do.
5. **211 ALBERTA** – 211 Alberta is a fully integrated provincial helpline and online searchable database to help Albertans navigate community, health, social and government services. Call 2-1-1, Text INFO to 2-1-1 or chat with 211 for free confidential assistance.
6. **HEALTH LINKS 811** – Health Links 811 provides several clinical services including tele-triage and health advice, navigation services and online content support for all Albertans.
Tel: 8-1-1
Link: <https://myhealth.alberta.ca/811>