

# Patient & Family Centred Care BINGO!

In Alberta Health Services, we recognize Patient and Family Centred Care Week as a time when we encourage individuals, teams, sites and zones to celebrate our partnerships with patients, clients, residents and their families.

Check out some helpful resources to support patients, families and caregivers on the BINGO! card below. Pick a category, then click on the squares that interest you: you will learn more about the topic and discover some links to relevant resources.

Healthcare supports	Community supports	I need to see a specialist	Getting well & living healthy	Mental health matters	Get involved
Find a family doctor	Access community and social services in your area	Prepare for your next specialist appointment	Alberta Healthy Living Programs	Getting help in tough times	Become a Primary Health Care Patient Advisor
Prepare to leave hospital after COVID-19	Reduce financial strain	Download the AHS app to remember conversations	Healthy living after COVID-19	Addiction & mental health supports	View digital stories
Family presence & visitation	Learn to navigate the healthcare system		Questions about Long COVID effects	National online portal available 24/7	Why are Patient Advisors important?
Access 24/7 healthcare advice by telephone	Urgent family/social services support	Health information and tools	Tips to support a healthy life	24/7 help lines for support	Share your views on healthcare with Alberta doctors
Make your voice heard when you can't speak for yourself	Learn about Indigenous Peoples	View your health information online	Chronic Pain Specialist referrals	Get a free Naloxone kit	Resources to empower citizens with their health
Questions about Home Care	Health information in your own language	Advice from rehabilitation providers by phone	After cancer treatment resources	Learn about DrugSafe	Read about AHS provincial engagement experiences

Developed for and with patients and families in partnership with the Alberta Health Services Primary Health Care [Virtual Patient Engagement Network](#). Get involved! Learn more, contact [PHC.IntegrationNetwork@ahs.ca](mailto:PHC.IntegrationNetwork@ahs.ca)

# I'm being transitioned from the hospital! Where can I find healthcare supports?

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You can use this Alberta-wide website to find a family doctor.

Use this website to enter an address, postal code or community to find out which family doctors are accepting patients in your area.

[Alberta Find a Doctor](#)

There is a resource for patients to be better prepared for the hospital to home transition after COVID-19.

This checklist can help you get ready to leave the hospital and ensure you get all your questions answered before you leave.

[COVID-19:  
My Discharge Checklist](#)

Alberta Health Services is committed to a culture of Patient and Family Centred Care.

This brochure has some tips on how to partner with your healthcare team.

[Visitation and  
Family Presence](#)

You can access healthcare telephone advice any time, 24 hours a day, seven days a week, by calling **811**.

[Health Link 811](#)

How can you make sure your voice is heard when you can't speak for yourself?

Learn more about advance care planning and access an interactive guide for making healthcare decisions.

[AHS Advance Care  
Planning](#)

I'm not sure if I need **Home Care**. Who can I contact?

Through 811 or the phone numbers on this site, speak with Registered Nurses about your healthcare needs, resources available in your community, book an assessment or obtain a referral.

[AHS Home Care](#)

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## Community and Diversity Supports

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You can call **211** to access Community & Social Services in your area.

[211](#)

Financial challenges can lead to poor health. Together, communities, health and social care are taking action on **Reducing the Impact of Financial Strain (RIFS)**. Share your insights, experiences and ideas on reducing the impact of financial strain in your community.

[RIFS Digital Stories](#)

**iKNOW Health** is a resource and information site that will help you learn, navigate and answer questions you have about the healthcare system.

[iKNOW Health  
\(alberta.ca\)](#)

The program builds health literacy, knowledge, skills and confidence so people can better advocate for themselves.

Contact **Alberta Supports** to help find and apply for family and social services support.

1-866-644-5135  
[Alberta Supports](#)

Alberta Supports is open 24 hours. Get emergency financial assistance to help with basic needs like shelter, food, clothing and transportation.

Learn about Indigenous peoples' history, social determinants of health and strategies for culturally competent care.

[Indigenous Peoples  
in Canada](#)

Access a video learning series from AHS Indigenous Health and review the [University of Alberta's free course](#) on Canadian Indigenous Studies.

Patients and families can get health information in their own language.

[Health System  
Information in Your  
Language](#)

Find translated resources, learn about translation and interpretation services and options for maintaining your health. Print a language card to take with you so you can request an interpreter.

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## I need to see a specialist. Now what?

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Here is a resource to help you prepare for your next specialist appointment.

The **QuRE Patient & Caregiver Journal** provides health resources to prepare you for your doctor's appointments, consultations and referrals.

[QuRE Patient & Caregiver Journal](#)

You can download the secure AHS app to help remember and record your healthcare conversations with providers.

[AHS My Care Conversation App](#)

Become a partner with your doctor, and help choose the option that best fits your values, beliefs, and lifestyle.

[Making the Most of Your Appointment](#)

You can view your own health information and immunization records securely online.

A **MyHealth Records** account gives you one secure place to see lab test results, medications and even your COVID-19 immunization.

[MyHealth Records \(alberta.ca\)](#)

You can get advice from a rehabilitation provider on the phone.

Call for advice about returning to daily activities, support with exercises or strengthening programs, or getting assistance to find in-person or virtual rehabilitation programs including recovering from COVID-19.

1-833-379-0536  
[AHS Rehabilitation Advice Line](#)

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# Getting Well and Living Healthy

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AHS has dedicated specialists providing **Healthy Living Programs** throughout the province to help anyone with chronic health conditions.

[Alberta Healthy Living Program](#)

These services include information, education, techniques and support to help improve health and quality of life.

Find support for those struggling with getting healthy after COVID-19.

[Getting Healthy after COVID-19](#)

AHS has medical experts that can help if you have a question about experiences with **Long COVID**.

[Long COVID Information & Resources](#)

Recovery and rehabilitation can be challenging, but there are resources available to help manage your symptoms and get help.

Find support if you are trying to maintain a healthy balance in your life.

Remembering to do the small things can have a big impact on your mental health and ability to bounce back from adversity. Try each of these tips over the next 30 days.

[30 Days of Self-Care](#)

Get referred to a **Chronic Pain Specialist** from anywhere in the province and discover supports for family physicians and clients to manage chronic pain.

[AHS Chronic Pain Information](#)

Learn about living your best life with and beyond cancer.

The **After Treatment: Information and Resources to Help You Set Priorities and Take Action** booklet has vital information to help.

[After Treatment](#)

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# Mental Health Matters!

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At some point in our lives, we all have stressful times and can be impacted by financial pressures, unexpected difficulties, unemployment or COVID-19.

[Help in Tough Times](#)

Support is available from the **AHS Addiction & Mental Health team** including resources and services such as Text4Hope, Togetherall, free virtual stress management workshops or the new online Wellness Exchange.

[AHS Addiction & Mental Health](#)

**Wellness Together Canada** is a free national portal available 24/7 for mental health and substance use support.

[WellnessTogether.ca](#)

The **Mental Health Help Line** and **Addiction Help Line** are both available 24/7 as confidential services that provide support, information and referrals to Albertans.

1-877-303-2642  
[Mental Health Help Line](#)

**Naloxone** is a drug that temporarily reverses the effects of an opioid poisoning or overdose. Naloxone kits are available for free across Alberta from over 2000 participating pharmacy and community sites.

[Get Naloxone](#)

**DrugSafe** is a trusted source for Albertans to find vital information on reducing the harm of alcohol and other drugs.

[DrugSafe](#)

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# I want to help! How can I get involved?

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Help improve the healthcare system in Alberta through the Primary Health Care **Virtual Patient Engagement Network** (VPEN).

[VPEN](#)

This platform connects patients, families and caregivers with people and teams working in primary healthcare.

There are more than 80 digital stories from patients, families and providers on the AHS YouTube channel.

[Patient & Family Storytelling](#)

Why does AHS need patient and family advisors?

Learn more about patient and family advisory work and register with **AHS Volunteer Resources**.

[Become a Patient & Family Advisor](#)

You can share your views with the medical community about important healthcare issues through online surveys and qualitative conversations.

[Alberta Patients](#)

Alberta's doctors want to better understand your perspectives on our healthcare system and help you be a strong advocate.

**IMAGINE Citizens** has a number of resources to help empower you to manage your own healthcare journey.

[IMAGINE Citizens Resources](#)

Read the Journal of Patient Experience article **The Provincial Patient and Family Group for Alberta Health Services Transforms How Care is Planned and Delivered: A Decade of Experience**.

[Journal of Patient Experience](#)

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