

## Provincial Guide Summary

Your guide to provincial health organizations & resources.

### Alberta

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#### Government Services

**Alberta Ministry of Health & Wellness**

*Phone:* (780) 427-7164 (Edmonton)

*Toll-Free:* 310-0000 followed by (780) 427-7164

*Website:* [www.health.alberta.ca](http://www.health.alberta.ca)

**Alberta Health Care Insurance Plan (AHCIP)**

AHCIP is a publicly funded health care plan that guarantees universal access to medically necessary hospital and medical services. Contact AHCIP for forms, information on the elimination of premiums, drug assistance and answers to common questions.

*Phone:* (780) 427-1432 (Edmonton)

*Toll-Free:* 310-0000 followed by (780) 427-1432

*Website:* [www.health.alberta.ca/health-care-insurance-plan.html](http://www.health.alberta.ca/health-care-insurance-plan.html)

**Health Link Alberta**

Health Link Alberta is a nurse telephone advice and health information service. This service is available 24 hours a day, 7 days a week.

*Calgary Health Region:* (403) 943-5465

*Capital Health Region:* (780) 408-5465

*Toll-Free in Alberta:* 1-866-408-5465

*Website:* [www.healthlinkalberta.ca](http://www.healthlinkalberta.ca)

**Health Zones**

You may need to contact one of Alberta's five health zones to find out about specific programs or services. To find out which zone you are in, contact the AHCIP telephone line above or visit the Alberta Health Services web site for more information.

*Website:* [www.albertahealthservices.ca/1532.asp](http://www.albertahealthservices.ca/1532.asp)

**Other Resources**

Alberta Health and Wellness maintains a list of useful health links on the web.

*Website:* [www.health.alberta.ca/newsroom/links.html](http://www.health.alberta.ca/newsroom/links.html)

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#### Alberta Waitlist Registry

The Alberta Waitlist Registry has information on wait times for publicly funded surgery, diagnostic tests and services in public facilities in the province, listed by type of surgery, facility and doctor.

*Website:* [www.ahw.gov.ab.ca/waitlist](http://www.ahw.gov.ab.ca/waitlist)

*Toll-Free:* 310-0000 followed by (780) 427-7164

*E-mail:* [health.ahinform@gov.ab.ca](mailto:health.ahinform@gov.ab.ca)

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#### College of Physicians and Surgeons of Alberta

Contact your provincial college for information on locating a physician or to make formal complaints.

**Public (general inquiries)**

*Phone:* (780) 423-4764 (Edmonton)

*Toll-Free in Alberta:* 1-800-561-3899

*Website:* [www.cpsa.ab.ca](http://www.cpsa.ab.ca)

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#### Resources for Complaints

If you have a concern, you should address it directly with the service provider(s) or organization(s) involved. To make a complaint, consider contacting:

**Alberta Health & Wellness**

*Phone:* (780) 427-7164 (Edmonton)

*Toll-Free:* 310-0000 followed by (780) 427-7164

**College of Physicians and Surgeons  
Complaints Department**

*Phone:* (780) 423-4764 (Edmonton)

*Toll-Free in Alberta:* 1-800-661-4689

*Website:* [www.cpsa.ab.ca](http://www.cpsa.ab.ca)

*E-mail:* [complaints\\_department@cpsa.ab.ca](mailto:complaints_department@cpsa.ab.ca)

**Alberta Ombudsman**

*Phone:* (780) 427-2756 (Edmonton)

(403) 297-6185 (Calgary)

*Website:* [www.ombudsman.ab.ca](http://www.ombudsman.ab.ca)