

# External Recovery Alberta

## Patient/Client FAQ

### What is Recovery Alberta?

Recovery Alberta is a new provincial health agency that provides mental health, addiction, and correctional health services. More than 10,000 staff and physicians moved from Alberta Health Services (AHS) to Recovery Alberta on Sept. 1, 2024.

### Why are we called Recovery Alberta?

'Recovery' refers to supporting each Albertan facing a mental health or addiction challenge to improve their health and wellness, striving to reach their full potential.

### What does the Recovery Alberta logo represent?

The logo includes the full name of our new organization, which is *Recovery Alberta: Mental Health & Addiction Services*.

The circle of chairs in the logo symbolizes community and support, inclusivity and belonging, safety and trust, guidance and leadership, and the importance of open dialogue and conversation. The green chair represents optimism and recovery, emphasizing the progress individuals can make in a supportive environment.

### What does Recovery Alberta do?

Recovery Alberta provides mental health and addiction care in hospital, outpatient, detoxification, and standalone psychiatric settings. We also provide virtual health, community programs, and community bed-based mental health and addiction treatment.

In correctional health settings, Recovery Alberta offers services across the entire continuum of care, including primary care and acute care.

### What does Recovery Alberta mean for patient and client care?

Patients and clients can access their usual treatment services in the same location and in the same way they always have.

For 24/7 help and support:

- Addiction Helpline [1-866-332-2322](tel:1-866-332-2322)
- Mental Health Helpline [1-877-303-2642](tel:1-877-303-2642)
- Information, referrals and crisis support via phone, text, and chat 211.

For non-urgent advice, information and appointments:

- North, Central and South Alberta [1-888-594-0211](tel:1-888-594-0211)
- Calgary & area [403-943-1500](tel:403-943-1500)
- Edmonton & area [780-424-2424](tel:780-424-2424) (Adult)  
[825-402-6799](tel:825-402-6799) (Child & adolescent)

For life-threatening emergencies, always call 911.

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### What addiction and mental health services does Recovery Alberta provide?

Recovery Alberta provides services across the full continuum of care from community outpatient to inpatient acute. A full listing can be found at [recoveryalberta.ca/services.aspx](https://recoveryalberta.ca/services.aspx) or through Inform Alberta.

### Will clients and patients have to sign a new consent form with Recovery Alberta?

No. If consent was granted to AHS, then that consent still applies to care through Recovery Alberta. We have adopted all relevant AHS forms and policies.

### How does Recovery Alberta protect the privacy of the clients and patients it serves?

Recovery Alberta employees and healthcare providers must continue to apply the same privacy principles in their daily work and abide by the same health legislation as they always have. The personal and health information of our clients and patients is a high-priority and we continue to make every effort to ensure it is well-protected.

### How do clients and patients reach their care teams and other contacts within mental health, addiction and correctional health services, now that they have moved to Recovery Alberta?

Patients and clients can continue to access programs and services in the same place and reach out to their care teams in the same way.

### Who can clients and patients contact with feedback or concerns about Recovery Alberta and its services?

Recovery Alberta values feedback. If patients or clients have concerns or feedback as it relates to their care, AHS Patient Relations is available to support Recovery Alberta. For more information call [1-855-550-2555](tel:1-855-550-2555) or visit [albertahealthservices.ca/about/patientfeedback.aspx](https://albertahealthservices.ca/about/patientfeedback.aspx).

### Where can clients and patients learn more about Recovery Alberta?

Visit [www.recoveryalberta.ca](https://www.recoveryalberta.ca) for more information on mental health and addiction services, and correctional health services and supports.

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