

# AHCIP

Everyone eligible to receive healthcare services regardless of their income level, employment status or pre-existing health conditions.

In Alberta, Services provided by Alberta Health Services under the Alberta Health Care Insurance Plan (AHCIP).

Apply for a Alberta Healthcare Card at a Registry office.

## AHCIP COVERAGE IN ALBERTA

Common services covered in Alberta:

- Doctor visits
- Psychiatrists visits
- Diagnostic services which includes laboratory, radiological procedures
- Public funded vaccinations

Common services not covered in Alberta:

- Health services provided other than by physician. E.g.: psychologists, massage therapists, chiropractor, etc.
- Vision care for residents 19-64 years of age
- Prescription drugs provided in non-hospital setting
- Ambulance services (except inter-facility transfers)
- Driver's medical exam
- Doctor note

## Resources at Glance

### 211 Alberta

Helpline and online database of Alberta's community and social services. Available in over 170 languages; text and chat.

[ab.211.ca](https://ab.211.ca)

☎ 211

🕒 24 hours

### Child Abuse Hotline

Help if you or a child you know is being abused, neglected, or sexually exploited. Multiple languages available.

☎ 1-800-387-5437

🕒 24 hours

### Kids Help Phone

Free, confidential crisis and counselling support for young people. Available in over 100 languages; text and chat.

[www.kidshelpphone.ca](https://www.kidshelpphone.ca)

☎ 1-800-668-6868

🕒 24 Hours

### Mental Health Helpline

Confidential support, information, and referrals for Albertans experiencing mental health concerns. Available in more than 240 languages and ASL.

☎ 1-877-303-2642

🕒 24 hours

### Talk Suicide Canada

Free support from crisis counsellors for anyone who is facing suicide. Available in English and French; text.

[talksuicide.ca](https://talksuicide.ca)

☎ 1-833-456-4566

🕒 24 hours

### Poison & Drug Information Service (PADIS)

Confidential advice about poisons and chemicals. Available in more than 240 languages.

[ahs.ca/padis](https://ahs.ca/padis)

☎ 1-800-332-1414

🕒 24 hours



Scan to  
access the  
Powerpoint



June 2024

## Health Promotion

# Understanding Alberta Health Services

## Canadian Immigrants



Community Transcultural Support Services  
跨文化社區健康服務機構

Service  
Canada

# AHCIP Eligibility

- Remain in Alberta for at least 183 days in a year.
- Not claiming benefits in another province or country
- Have valid immigration document from IRCC

# How to Apply?

1. Confirm eligibility
2. Complete application form - Available at the nearest registry
3. Gather supporting documents:
  - Proof of Alberta Residency  
E.g.: AB driver license, rental agreement, utility or phone bills, etc.
  - Identity document  
E.g.: Passport, PR card, or government-issued ID card
  - Legal entitlement in Canada  
E.g.: PR card, Canadian entry document such as work or study permit

# Where to Apply?

1. **In-person**  
Bring the completed application form and your original documents to a participating registry.
2. **By mail:**  
Mail to the following address:  
**Alberta Health**  
**Attention: Alberta Health Care Insurance Plan**  
**PO Box 1360, Station Main**  
**Edmonton, Alberta T5J 2N3**  
Include photocopies of supporting documents with your application. Photocopies must include front and back of the document, if applicable. Do not send original documents in the mail.

# Levels of Care

## Emergency



- Used anytime 24/7
- These are used for situations that require immediate medical attention due to severe illness, injury or trauma

Access: **Dial 9-1-1**

## Primary



- Deliver first contact healthcare services:
- Prevention of common diseases and injuries
  - Referrals to specialists
  - Health education, promotion and prevention
  - Routine checkups,
  - Vaccinations, and screenings
  - Management of chronic conditions

Access: Appointment or Walk-in at a Clinic

## Secondary



- Specialist doctors are trained in a special area of practice.
  - E.g.: Neurologist, Cardiologist, Psychiatrist, etc.
  - Specialist appointment take longer to arrange
- Make sure to communicate with your primary care team.**

Access: Referred by primary family doctor

# Unsure?



## Call 811 - Health Link

A telephone services which provides free and reliable 24/7 information, provided by licensed healthcare professionals in 240 languages.

Common services:

- Health Advice
- Symptom based nurse triage and health information
- Covid-19 vaccine or other immunization booking.
- Finding a healthcare provider
- Addiction & Mental Health

# Know your options!

Health Link - 811

- Registered nurses can provide information about health concerns or symptoms

Emergency - 911

- Urgent, life-threatening situations

Urgent Care Centres

- Urgent but non-life threatening health concerns

Walk-In clinics

- Primary care, management of chronic illnesses or common illnesses

**Interpretation Issues:** Patients should advise AHS health care providers that they require interpretation. Interpretation available in 240 languages.