

What We Do



24/7 Assistance Line

- Peer to peer support
- Funding for counselling services



Education

Activities to promote prevention and awareness



Case Coordination

Service for physicians, residents and medical students with complex health concerns

What Makes PFSP Unique



Peer to Peer Support

Every caller has the opportunity to talk with a physician peer.



Boutique service by the external service provider

We don't use a large call centre. Our service provider will match you to a therapist with expertise in your particular concern. All of our therapists have extensive experience with physicians and their families.

Our Network Supporting Alberta Physicians



Service provider made up of **3 individuals**



Provincial network of **600 + therapists**



A collection of external resources (family doctors, psychiatrists, treatment facilities etc.)

PFSP Team



10 Assessment Physicians



Case Coordination team made up of **4 individuals**



Administrative team made up of **7 individuals**

Who is Eligible for PFSP Services?



Physician Groups

including physicians, residents, medical students



Immediate Family Members

of the physician groups



Third Party Callers

anyone who has a concern for a member of the physician group may access an Assessment Physician to discuss their concerns



Why do People Call the Assistance Line

Most Common Reasons for Calling PFSP

1. Mental Health/Psychiatric Issues
2. Family/Relationships
3. Addictive Disorders
4. Occupational Issues
5. Other Issues
6. Family Physician Requests

PFSP Philosophy & Mission

Philosophy

Supporting the development of effective personal wellness strategies and early intervention

Mission

Support physicians, their immediate families and enhance the quality of patient care and public safety



Where We Came From

- 1983 Physician Assistance Committee (PAC)**
Volunteer program to assist physicians with substance use disorders
- 1997 Physician Support Initiative (PSI)**
24 hour access to assistance line with access to counselling
- 1998 PAC and PSI amalgamate to form PFSP**
Funded by Alberta Health as a part of the benefits stream in the master agreement



What Guides Us

- Report to Alberta Health (funder) and AMA
- Program specific practices and guidelines
- PFSP Advisory Committee
- Program evaluation and client feedback
- College of Physicians and Surgeons (CPSA)
- Privacy and confidentiality laws
- Grant agreement with Alberta Health
- AMA leadership & PFSP administrative team
- Collaborate with Canadian Medical Association (CMA), Federation of Canadian Physician Health Programs (FCPHP), Alberta Medical Association (AMA)



 **Call us toll-free 1.877.SOS.4MDS**
(767).(4637)

24 hours a day | 7 days a week | 365 days a year

The Physician and Family Support Program provides confidential support and help with personal health issues and enhances the quality of patient care and public safety by promoting health and well-being for the medical profession that cares for all Albertans.

