

## Memo

**Date:** May 20, 2020  
**To:** ECC, All ZEOCs  
**From:** Sean Chilton, Vice President, Health Professions & Practice and Information Technology, Francois Belanger Vice President, Quality, and Chief Medical Officer  
**Re:** **New advice line supports Albertans with rehabilitation needs**

A new toll-free Rehabilitation Advice Line, 1-833-379-0563, is available for Albertans over the age of 18 who:

- Have existing health conditions that affect muscles, bones, and joints – including those awaiting or recovering from surgery
- Have existing disabilities related to neurological conditions (e.g.: Parkinson's, Spinal Cord Injury, MS, Brain Injury, Stroke)
- Are recovering from COVID-19

Albertans living with health conditions and disabilities in the community have additional challenges accessing community supports during the COVID-19 pandemic. Our focus is on ensuring Albertans continue to get the care and support they need during the COVID-19 pandemic.

The Rehabilitation Advice Line gives callers information about:

- Activities and exercises that help with physical concerns
- Strategies to manage the day-to-day activities affected by these concerns
- Rehabilitation services that are open for in-person and/or virtual visits
- Community-based organizations

An Alberta-only line, the Rehabilitation Advice line is answered by Allied Health clinicians and operates every day from 10 a.m. to 6 p.m.

The Rehabilitation Advice line is a collaborative effort by Allied Health Professional Practice & Education, Allied Health Zone Operations, the Neurosciences, Rehabilitation & Vision Strategic Clinical Network (SCN), the Bone and Joint SCN, and Health Link.

Please share this with your teams. Thank you for your continued support.

Sincerely,

Francois Belanger, VP, Quality, & Chief Medical Officer  
Alberta Health Services  
[Francois.Belanger@ahs.ca](mailto:Francois.Belanger@ahs.ca)

Sean Chilton, VP, Health Professions & Practice and Information Technology  
Alberta Health Services  
[Sean.Chilton@ahs.ca](mailto:Sean.Chilton@ahs.ca)