About PFSP

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)

PFSP

Alberta Medical Association
Well Being
PFSP

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.