

Confidentiality Practices



ALBERTA
MEDICAL
ASSOCIATION

Physician and
Family Support
Program

What you need to know

PFSP 24-Hour Assistance Line

All services on the PFSP Assistance Line are provided by contractors who are external to the PFSP program and to the AMA. When you contact the PFSP Assistance Line, your identity and any other personal information you provide is known only to the Assistance Line operator and the Assessment Physician on-call.

All information shared through the PFSP toll-free Assistance Line is non identifiable by PFSP/AMA and is confidential.

Calls to the PFSP Assistance Line and referrals to our therapists are not documented in the provincial electronic health record.

Case Coordination Service

For members with complex health concerns who enter into Case Coordination (approximately 30-35 physicians in any given year), there is an informed consent process in place to disclose personal information so that the Case Coordination team may liaise with your treatment providers, as well as non-clinical stakeholders who may be involved in more complex situations.

Entering Case Coordination is voluntary. The Case Coordination team will work with you to ensure that you understand what will be shared and the purpose of the disclosure. We will not share information without your consent.

Limits to Confidentiality

If a caller to the PFSP Assistance Line were to disclose that they were at serious risk of harming themselves or someone else, or

that a child in their care were at risk of abuse or neglect, we would be legally and ethically obligated to take reasonable steps to prevent that serious harm. This could include contacting police or other authorities.

CPSA's Physician Health Monitoring Program Info

All physicians in Alberta are bound by the College of Physicians & Surgeons (CPSA) Standards of Practice, which stipulate the reporting requirements regarding physicians' medical conditions.

The Physician Health Monitoring Program (PHMP) of the College of Physicians & Surgeons of Alberta monitors and supports physicians with specified health conditions. This program is entirely separate from PFSP. The only time PHMP may be involved in conjunction with PFSP is if you consent to the sharing of information to support the maintenance of, or return to, safe practice.

Rest Assured, Your Confidentiality is Protected

Physicians are all well versed in the importance and necessity of maintaining and protecting patient confidentiality. As a physician patient it's likely you would be reluctant to confide in a healthcare provider if you did not believe that confidentiality was an unstated assumption. PFSP applies this understanding and value to all of our work with medical students, residents, physicians, and their family members.

Our Privacy Commitment

<https://www.albertadoctors.org/services/pfsp/i-need-help-now>

If you have any questions about how PFSP maintains confidentiality, please reach out to us at 403-228-2880.



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.

