

## Alberta Health Services Rehabilitation Advice Line

The Rehabilitation Advice Line is a telephone service with interpretation open Monday to Friday from 9 am to 5 pm. It provides rehabilitation advice and general health information for Albertans of any age. It is **Tollfree at 1-833-379-0563**.

### The service can:

- assess your rehabilitation needs over the phone
- speak to parents, guardians or caregivers about a child's development or well-being
- give advice on activities and exercises that help with physical, functional, or developmental concerns
- provide strategies to manage the day-to-day activities affected by these concerns.
- link you to rehabilitation services

### The Rehabilitation Advice Line cannot:

- book and manage your physiotherapy appointments
- book physiotherapy assessments for [fractures, orthopedic surgeries or hip/knee replacements](#) that occurred within the last 12 weeks.
- approve requests for additional AHS funded visits.
- have a physical concern & need physiotherapy? Visit [ahs.ca/physio](https://ahs.ca/physio).
- for concerns unrelated to rehabilitation, please call:
  - your physician, pharmacist about medication questions
  - 811 or physician about significant pain, or regarding worsening symptoms

**Service targets Albertans who:**

- have existing musculoskeletal conditions and/or are awaiting or recovering from bone and/or joint surgery
- have questions about their child's / youth's (birth to 18 years) development and wellbeing
- are **\*low income** and wanting to access AHS funded physiotherapy for a general joint or muscle condition.
- are still recovering from COVID-19 and have ongoing problems after 3 or more weeks after the appearance of COVID-19 symptoms
- have existing physical disabilities related to neurological conditions (e.g.: Parkinson's, SCI, BI, Stroke, MS)

**\*Low-Income Eligibility**

As an Albertan you may be eligible for in-person or virtual services, if you are currently receiving income from:

- Alberta Adult and/or Child Health Benefit
- Assured Income for the Severely Handicapped (AISH)
- Alberta Seniors Dental & Optical Assistance Program
- Alberta Works Income Support
- Alberta Seniors Benefit
- Canada Revenue Agency GST Credit
- Federal Guaranteed Income Supplement (GIS) for Seniors
- Special Needs Assistance for Seniors (Alberta).

**I heard that there is a program that helps support the Chinese in the community, living with fatty liver disease and/or gastrointestinal tract medical conditions (such as acid reflux). Can you tell me more?**

**The Alberta Healthy Living Program offers the following:**

- We have Registered Dietitian speaking both Mandarin and Cantonese who can offer one-on-one advice via phone, Zoom or in person meeting.
- These services are free of charge and are provided by Alberta Health. You do not need a referral from a health care provider - you can just call to book appointment.
- All our programs and services can be accessed through one toll-free number: 1-844-527-1160.
- Better choices, better health (BCBH) for chronic disease management and BCBH-chronic pain that are offered in Cantonese, and they can register for this 6-week program (one 2.5-hour session per week) by calling one toll-free: 1-844-527-1160.

Source: [ahs.ca/rehab](https://ahs.ca/rehab).

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