



Primary Care Behavioral Health – Patient Letter

What Is the Primary Care Behavioural Health Service?

The Primary Care Behavioural Health Service can help you when your habits, behaviours, stress, worry, or emotional concerns are interfering with your daily life or overall health.

A Social Worker or Registered Nurse trained in the Primary Care Behavioural Health (PCBH) model will work with you and your family doctor to evaluate the mind-body-behaviour connection and provide brief, solution-focused interventions.

The services provided by the PCBH provider are simply another part of your overall health care and are not specialty mental health. You will be seen in your doctor's office, and the PCBH provider does not provide traditional psychotherapy.

The PCBH provider has training in the behavioural management of health concerns. Together, the PCBH provider and your family doctor will consider the physical, behavioural, and emotional aspects of your health and work with you to determine a course of action that will work best for you.

The PCBH provider can help you manage symptoms associated with various chronic medical conditions. They will help you cope better with these conditions and provide you with education on new or existing conditions. The PCBH provider can also help you develop skills to effectively manage emotional or behavioural difficulties.

PCBH appointments are no longer than 30 minutes and you will be provided with brief, solution-focused interventions to gain the tools required to meet your health goals. If you, your family doctor and the PCBH provider think you would benefit from specialty services, the PCBH provider will facilitate a referral for you.

All PCBH providers are accountable to their respective professions. They abide by the Health Professions Act and adhere to the Code of Ethics and Standards of Practice of their regulatory bodies.

Your Health Record

Records are created and maintained by your family doctor's medical clinic, under the name of the patient referred. Documentation of the PCBH provider's assessment and treatment will be written in your electronic medical record and is visible to your medical team. The PCBH provider does not keep a separate record. This ensures you are getting the best collaborative care the team can offer and enables your team to work towards the same goals.

Confidentiality

Patient information is treated with the highest standard of confidentiality. Information you provide is collected, used, and disclosed in accordance with the Health Information Act of Alberta. We will not seek patient information from, or provide information to, any other person or organization without your written consent, except where required by law.

Legislation permits the disclosure of your health information, without your expressed consent for purposes such as providing or continuing health services, mitigating risk of harm to yourself or to another person, if the disclosure is authorized by another Act or if the information relates to an offense or an investigation of a possible offense. Your health record can also be subpoenaed for court purposes.

Where a patient is a minor or dependant adult, the guardian has the right to impose a limit on the patient's right to confidentiality, unless the dependent has been deemed a mature minor. Access requests for couple or family records will be handled on a case-by-case basis by the referring physician's clinic.

Clinical Supervision/Team Collaboration

To ensure that team members continue to grow as professionals, the providers work collaboratively with their team, and, on occasion, their clinical work is supervised. This may take the form of case discussions, observation by a supervisor or another provider, or both. These discussions and observations are bound by the same standards of confidentiality. You have the right to refuse observation of your session.

Contacting Us

If you have any questions, please contact your family doctor's office.

Should you need confidential after-hours assistance, you can call the Distress Centre 24 hours a day at 403-266-4357 (HELP) or 811 for any health-related concerns. If it is an emergency, please contact 911 or go to the emergency room.

You can withdraw from these services at any time by informing your PCBH provider or family doctor of your decision.