

What the Indigenous Support Line is

This toll-free phone service connects Indigenous callers with Indigenous listeners.

You can get help by calling:

1-844-944-4744 from noon to 8 p.m., Monday to Friday.

Our Indigenous listeners will answer your questions and help you get culturally appropriate care. They also help guide you on each step of your healthcare journey.

You can call the support line about any health concern.

You never have to make your healthcare journey alone and help is available to find the right service.

Indigenous Support Line



Call toll-free: 1-844-944-4744

Open: Noon to 8 p.m., Monday to Friday

We acknowledge

Alberta Health Services acknowledges our work is carried out on the traditional territory of many Indigenous peoples. They include the Treaty 6 and Treaty 8 First Nations and the Métis Settlements of Alberta, the Inuit and the Métis Nation of Alberta, Regions 1, 4, 5 and 6.

We also acknowledge and respect the treaties made on these territories. As well, we acknowledge the traumatic and painful impact of colonization on Indigenous peoples and recognize eliminating racism in healthcare is a crucial step for reconciliation.

We are dedicated to a collaborative partnership with Indigenous communities, guided by patience, understanding and a commitment to reconciliation.

Indigenous Support Line



Healthcare advice for Indigenous peoples from Indigenous listeners



Who the Indigenous Support Line is for

The support line is for First Nations, Métis and Inuit peoples including youth and Elders, living on or off reserve or a settlement or in cities and towns.

Callers can already be getting care, can be starting care or can have had recent care.

Family members can also call the line with their questions or concerns about a loved one.

Who answers the calls

Indigenous listeners are healthcare advisors. They answer and assist all callers to the support line. They can also arrange translators for callers.



Why the Indigenous Support Line was started

Indigenous peoples in Alberta often have trouble trusting the healthcare system.

The Indigenous Support Line is a step towards reconciliation. It is also part of Alberta Health Services' commitment to improving Indigenous peoples' healthcare concerns and experiences.

The line is being tested in northern Alberta. If successful, it could be offered in other parts of Alberta.

For more information, email: indigenouswellnessscore@ahs.ca.

Thanks to the Wisdom Council

Alberta Health Services (AHS) thanks the Wisdom Council for promoting the need for the Indigenous Support Line and working with us to offer this help.

The Indigenous Support Line aims to:

- Help Indigenous peoples receive better, easier and quicker healthcare from AHS
- Better connect Indigenous patients, families and communities to other healthcare support such as local community supports, family doctors, Treaty navigators, Métis community wellness advocates, NIHB and transportation.

We will keep working with the Wisdom Council and our Indigenous partners to ensure the support line's success.