

Calgary and Area Primary Care Network Physicians and Staff

Date August 5, 2026

Outpatient Addiction and Mental Health Services Update

In spring of 2026, Recovery Alberta introduced an **internal** process change to support timely **access to care**. Access Mental Health clinicians are now **direct booking clients into some outpatient services**. Below is an overview of what has changed and what has not.

What has changed

Since this change was made, you may observe:

- More timely access to initial appointments in many outpatient services
- Direct booking by Access Mental Health for many outpatient services

What is not changing

Several core elements of outpatient services remain unchanged:

- **There is no session cap in outpatient mental health and addiction services**
- Referral criteria, eligibility, and service mandates have not changed
- Treatment continues to be guided by clinical need, patient goals, and provider judgment

Supporting conversations with patients

Patients may benefit from reassurance that:

- Their care is not limited to a fixed number of sessions
- The goal of recent changes is to support more timely access to care
- Treatment plans continue to be individualized and based on their needs and progress

Ongoing collaboration

Primary care and PCN partners play a critical role in supporting access to mental health and addiction services. Recovery Alberta remains committed to ongoing communication and collaboration to ensure referral pathways are clear and effective.

For questions related to referral processes or access to outpatient services in the Calgary area, please contact: AMH.CZ@recoveryalberta.ca