

PatientsFirst.ca Talking Points for Physicians, Clinic Staff and PCNs

The AMA wants to hear from any Albertan who is waiting for care. Data from our [PatientsFirst.ca](#) survey will provide evidence for discussions with government and will strengthen our advocacy.

Please use the talking points below when you have to tell a patient that they will need to wait for care or that you aren't accepting new patients. Please ask your office and reception staff to do the same. While it's not as good as being able to give the patient what they need right away, it at least provides something that you can both do to contribute to future solutions.

Who should be referred

Please refer individuals to [PatientsFirst.ca](#) if:

- Your practice is not accepting new patients or referrals, but patients keep calling.
- You are booking appointments, but patients must wait to be seen.
- You are referring patients for consultations, diagnostic tests, surgery, or to treatment programs, etc., for which they will have to wait.

What to tell patients

- There is a care deficit in Alberta and more Albertans are waiting for doctor's appointments, tests, procedures and surgeries.
- I am/we are sorry that you have to wait, but you can help by taking a short survey with the Alberta Medical Association at: [PatientsFirst.ca](#).
- It only takes a few minutes and all the information you share will be completely anonymous.
- The AMA will report publicly about the results and will use the information collected to work with government and other partners to identify issues and find solutions to make things better.
- We need your help. Please share your own health care story.

What do patients have to do

- It's easy! Tell them to visit [PatientsFirst.ca](#) to complete the 2-minute survey.
- Provide patients with a tear-away sheet that provides the website address and a QR code they can scan.

Thank you!

