



1.800.663.6729

# PHYSICIAN & FAMILY ASSISTANCE PROGRAM

A partnership between the NLMA and  
Doctors of BC

## Contact

- 24-hour Helpline:  
1.800.663.6729
- Direct Business Line Available  
1:00 p.m. - 9:00 p.m. NT:  
604.398.4300
- Email:  
info@physicianhealth.com

## Confidentiality

Utilizing these services is as confidential as contacting your own family physician. Any personal or health information you provide to the program, including the fact that you contacted us, will be held in the strictest confidence.

## WHAT CAN BE ADDRESSED?

- Mental health issues
- Relationship stress
- Career and life transitions
- Substance use
- Occupational health
- Concern for colleagues

## WHO IS IT FOR?

NLMA members and their families:

- 24/7 confidential helpline: 1.800.663.6729
- Short-term counselling
- Referrals to specialized coaches and therapists (user-pay)
- Help supporting a colleague
- One-to-one peer support (NLMA members only)
- Peer support groups (NLMA members only)

## SERVICES

### 24/7 CONFIDENTIAL HELPLINE: 1.800.663.6729

Call the 24-hour, confidential helpline and you can be connected immediately with a licensed Lifeworks clinical counsellor, who provides intake assessments and crisis counselling for callers any time of day or night.

### SHORT-TERM COUNSELLING

The program offers flexible short-term counselling from a network of clinical counsellors who are trained and experienced in supporting physicians. The counselling service is provided in partnership with an external vendor, Lifeworks, and the program's Clinical Coordinators offer proactive follow-up to ensure your needs are being met.

### REFERRALS TO SPECIALIZED COACHES AND THERAPISTS

You can also receive help to connect with a specialized coach, counsellor or therapist who can address your specific challenges and needs. These professionals operate outside of the program, are not affiliated with the contracted network and you may have to self-pay.

### HELP SUPPORTING A COLLEAGUE YOU ARE CONCERNED ABOUT

You can receive assistance to plan and coordinate an approach to help ensure any physician or medical trainee in need receives appropriate support.

### PEER SUPPORT

Direct, 1:1 physician peer support is offered on-going and a virtual physician peer support group is offered every 2nd and 4th Wednesday of each month. Whether you're dealing with a complaint, a negative clinical outcome, workload stress, or any other challenge, you'll receive confidential support from a physician experienced in supporting colleagues.



*"Right from the beginning, my Program Physician and Clinical Coordinator were extraordinary. Their kindness, combined with a lack of judgment, allowed me to trust the process of getting help, which is not easy for me."*

**-Late Career Physician**