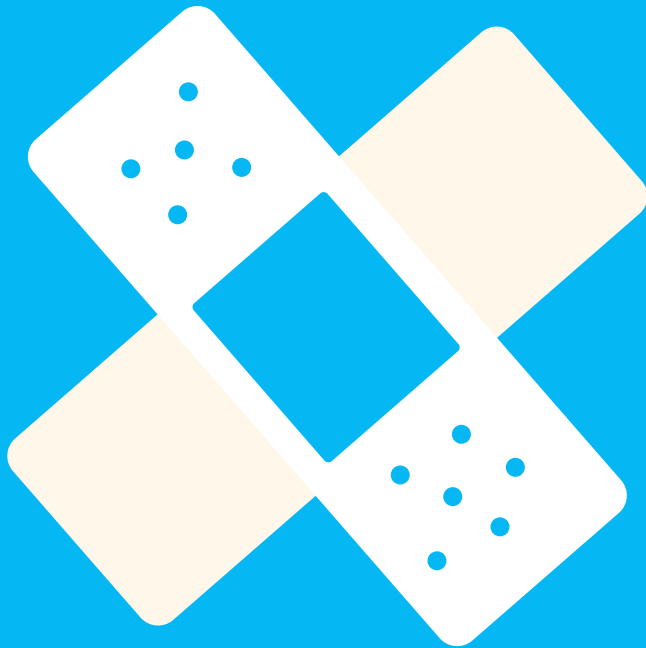


QUÉBEC HEALTH 101 GUIDE



Jeffery Hale
Saint Brigid's
Une communauté de soins
A Community of Care



Voice of English-speaking Québec



Centre
Wellness

Québec 



Canada 

This guide and the accompanying presentation were developed with the intention of helping newcomers navigate the medical system here in Québec City with a little more ease and efficiency. This project was a joint effort between Jeffery Hale Community Services, the Community Wellness Centre and the Voice of English-speaking Québec.

Please note: As the medical system is always changing and evolving, the information here is subject to change.

Jeffery Hale Community Services
Jeffery Hale-St.Brigid's
Jeffery Hale Pavilion
1270, chemin Sainte-Foy, suite 1124
Québec (Québec) G1S 2M4

Community Wellness Centre
Jeffery Hale Pavilion
1270, chemin Sainte-Foy, suite 2000
Québec (Québec) G1S 2M4

Voice of English-speaking Québec
Jeffery Hale Pavilion
1270, chemin Sainte-Foy, suite 2141
Québec (Québec) G1S 2M4

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This document was inspired by the Valcartier Family Centre Health Guide.

Québec Health Card and the Régie de l'assurance maladie du Québec (RAMQ)

Québec residents are covered by public health care. RAMQ is the government agency that manages public health insurance in Québec. In order to qualify, you must be a Québec resident who is present in Québec for 183 days or more during a calendar year.

If you are here temporarily, you may qualify for coverage, so contact RAMQ to inquire. Visitors are not eligible.

ramq.gouv.qc.ca/en/citizens/health-insurance/registration/pages/eligibility

Where to apply:

You can apply (and get your photograph for the card) at the location listed below. You must bring proof-of-identity documents with you.

Bureau d'accueil de Québec (reception office)
787, boulevard Lebourgneuf
Québec (Québec) G2J 1C3
418 646-4636

ramq.gouv.qc.ca/en/citizens/health-insurance/registration/pages/how-to-register

When to apply:

Apply for Québec health care card **right away** when you arrive here. There is a 3-month waiting period after you apply. **The sooner you apply, the sooner you are covered.** If you are a member of the Canadian armed forces, however, there is no waiting period for you and your family.

Until you receive your Québec health insurance card, if you have moved from another province, your home province should cover most of your medical expenses. You may, in some cases, have to pay upfront when you receive services here and ask your home province to reimburse you afterwards. If you are coming from another country, it is

strongly recommended that you get private health insurance to cover you during this waiting period.

Shortly after you submit your application for Québec health care, you will receive a letter in the mail from RAMQ confirming that they have received your request. This letter can be used as proof of address and residence for certain services until you receive your card.

The Public Drug Insurance Plan

Everyone who resides permanently in Québec is obliged to have prescription drug insurance, either public (through the RAMQ) or private. If you do have access to a private plan, you must choose this option.

You are not automatically registered for the public drug insurance plan. You need to register online or by calling the RAMQ.

ramq.gouv.qc.ca/en/citizens/prescription-drug-insurance/pages/registration-deregistration



Your right to services in English – Language and the law

You have the right to receive public health services in English, as long as the institution has the resources to provide them. In a health setting, it is vital that you understand and are understood properly. Do not hesitate to ask for services in English. If the institution cannot provide them, you have the right to ask for an interpreter.

Your health care provider can request an interpreter (you cannot do it yourself) from the Bank of Interpreters of the Capitale-Nationale:

jhsb.ca/en/acces-linguistique/banque-interpretariat

Health Passport – Passport Santé

The Health Passport is a tool designed to help you clearly explain your medical condition when you meet with a French-speaking health professional.

To get a free Health Passport, contact Voice of English-speaking Québec at:

veq.ca or 418 683-2366

Click here for the online application of the health passport. veq.ca/new-health-passport-app

Québec Health Booklet – Carnet Santé Québec

This is an online service that allows you to access your personal health information

quebec.ca/en/health/your-health-information/quebec-health-booklet

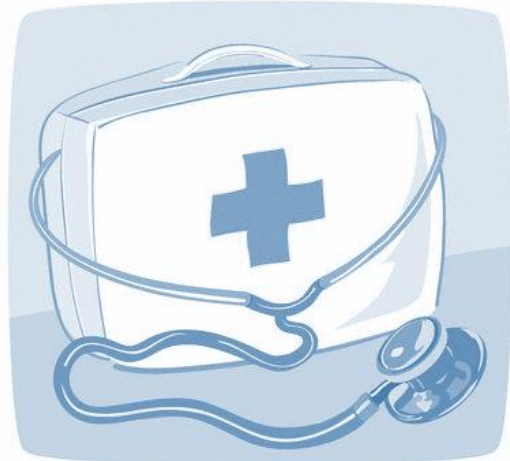
Finding a Family Doctor

In Québec there is a central waiting list to access a family doctor, called the Québec Family Doctor Finder (guichet d'accès à un médecin de famille).

You can register online using your valid Québec health card:

quebec.ca/en/health/finding-a-resource/consult-a-professional/registering-with-a-family-doctor For help registering, you can contact Jeffery Hale Community Services at 418 684-5333.

You can also try finding a family doctor on your own in these ways: Call clinics directly and ask the receptionist; ask the doctor on duty during your visit to a walk-in clinic; or ask people you know if their doctor might be accepting new patients.



Need medical attention?

Medical clinics – Same or next day consultations

In French, a “sans rendez-vous” means “without an appointment”, also known as a walk-in clinic. Find a walk-in clinic close to you using this link: sante.gouv.qc.ca/en/repertoire-ressources/consultations-medicales-sans-rendez-vous

Super Clinics

A Super Clinic is a Family Medicine Group (FMG or GMF in French) that provides care for a wide range of services for basic health care needs.

Super clinics will take patients without a family doctor with no appointment required (sans rendez-vous) and they are generally open 7 days a week, 12 hours a day.

quebec.ca/en/health/health-system-and-services/service-organization/family-medicine-group-fmg-u-fmg-and-super-clinic/super-clinic

Bonjour Santé

This is a private service to get a same-day medical appointment at certain locations. There could be a cost.

They also offer a paid text alert service in some clinics. This allows you to have a text reminder when it is close to your appointment time.

bonjour-sante.ca

A word about medical visits

Each clinic is different when it comes to setting appointments: online, by telephone, or in person, or all of these ways.

After you arrive, some clinics operate on first-come, first-served basis and others by triage. Triage means you first meet with a nurse who evaluates your health concerns. Then, the doctor

or a nurse practitioner sees the clients whose health is at the highest risk first.



Blood work, medical tests, etc. – Where to go

Lab work (blood tests, urine samples, etc.)

Use the site listed below to find the location closest to you to get your lab work done. **NOTE:** fees could apply at some locations.

sante.gouv.qc.ca/en/repertoire-ressources/prelevements

Medical imaging

Medical imaging refers to x-rays and ultrasounds, and are often called radiology services. Often, when you get a prescription for such a service, the health professional will also suggest a place to have it done. This may include various clinics, GMFs, hospitals.

You can also search online to find a location closest to you:

sante.gouv.qc.ca/en/repertoire-ressources/recherche

NOTE: You can access medical imaging services free of charge at private clinics with your RAMQ card and the wait time is often much shorter. If you need to make an appointment and it is urgent, do not hesitate to call several places to get the quickest appointment.

Hospitals and Emergency Rooms

Institut universitaire de cardiologie et de pneumologie de Québec (Hôpital Laval)
2725, chemin Sainte-Foy
418 656-8711
iucpq.qc.ca/en

Centre Hospitalier universitaire (CHU) (24 hours/7 days per week) chudequebec.ca

Centre hospitalier de l'Université Laval (CHUL)
2705, boulevard Laurier
418 525-4444

Hôtel-Dieu de Québec
11, côte du Palais
418 525-4444

Hôpital Saint-François d'Assise
10, rue de l'Espinay
418 525-4444

Hôpital du Saint-Sacrement
1050, chemin Sainte-Foy
418 682-7511

Hôpital de l'Enfant-Jésus
1401, 18e Rue
418 649-0252

Minor Emergencies:

Jeffery Hale Hospital (services in French and English)
1250, chemin Sainte-Foy
418 684-5333
jhsb.ca

Hôpital Chauveau
11999, rue de l'Hôpital
418 842-3651
sante.gouv.qc.ca/en/repertoire-ressources/ressource/?nofiche=918

Important note: Ambulance costs are not covered in Québec by RAMQ. If you have other coverage, check with your insurer if they will cover this cost. For more information, contact Urgences santé Québec:

urgences-sante.qc.ca/information-au-public/combien-coute-un-transport/



Centre local de services communautaires – Local Community Service Centres (CLSCs) and their services

A CLSC is a local health centre, often close to where you live. You can receive various medical services there, some of which include:

- Vaccinations
- Basic health and social services
- Public health activities
- Rehabilitation and therapeutic services

Find your local CLSC using this link:

sante.gouv.qc.ca/en/repertoire-ressources/clsc/

Referrals to specialists

To consult a medical specialist, you need a referral. You can get a referral from your family doctor or by visiting a walk-in clinic, emergency room or GMF. For more information:

quebec.ca/en/health/finding-a-resource/consult-a-professional/consulting-a-medical-specialist/

Other professionals

You can consult the directory of the members of professional associations. In Québec, a professional association is known as an “order”. See below for a list of these orders.

Some insurance companies will cover some of the cost of these services. If you have private health insurance, check with your insurance provider.

Ordre des psychologues du Québec

(psychologists)

ordrepsy.qc.ca (in French only)

1-800-561-1223

Ordre des dentistes du Québec (dentists)

odq.qc.ca

1-800-361-4887

Ordre des travailleurs sociaux et des thérapeutes conjugaux et familiaux du Québec

(social workers, and family and couple therapists)

otstcfq.org (in French only)

1-888-731-9420

Ordre des optométristes du Québec

(optometrists)

ooq.org (in French only)

1-888-499-0524

Ordre des orthophonistes et audiologistes du Québec

(speech pathologists and audiologists)

ooaq.qc.ca (in French only)

1-888-232-9123

Vaccinations

Contact your doctor, your local CLSC, or call 811 to find a nearby location for your vaccination needs. Be sure to bring your vaccination record booklet with you when you go.

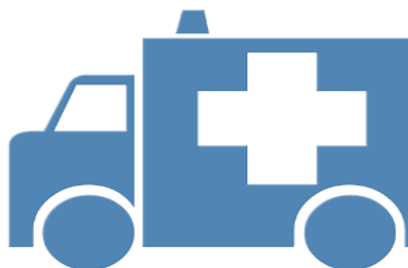
Each fall, the Jeffery Hale Hospital holds a flu vaccine day for English-speaking persons. Visit the “What’s New” page on jhsb.ca in mid-October for details.

Québec immunization program:

quebec.ca/en/health/advice-and-prevention/vaccination/quebec-immunisation-program

Québec vaccine registry:

quebec.ca/en/health/your-health-information/quebec-vaccination-registry



Family Services

Childcare in Québec

In Québec, the government finances the cost of childcare. There are three kinds of childcare options in Québec: Child care centres (centre de la petite enfance CPE); subsidized or non-subsidized daycares, and home childcare providers.

Read more about the daycare system in this link:
mfa.gouv.qc.ca/en/services-de-garde/parents/types/pages/index

NOTE: There is usually a very long wait for a spot in public daycare in Québec. Be sure to put your name on the waiting list as soon as you get pregnant at: laplace0-5.com

Pregnancy: Pre and Post-natal care

To see a doctor

If you already have a family doctor, ask if they do pregnancy follow-ups. If not, call this clinic:

Clinique d'obstétrique et gynécologie la Cité
418 654-0555

Follow-up by a perinatal nurse

Jeffery Hale Community Services - If you are pregnant and speak English, be sure to contact Community Services to meet with a caring nurse from their early childhood services team.

418 684-5333

jhsb.ca/en/services-communautaires-de-langue-anglaise

Delivery

In Québec City, babies are delivered at the following birthing centers:

Centre mère-enfant Soleil at the CHUL
418 525-4444

[chudequebec.ca/centre-hospitaliers/centre-hospitalier-de-universite-laval-\(chul\)](http://chudequebec.ca/centre-hospitaliers/centre-hospitalier-de-universite-laval-(chul))

Hôpital Saint-François d'Assise
418 525-4444

chudequebec.ca/centre-hospitaliers/hopital-saint-francois-d%E2%80%99assise

Virtual visits of both the Centre mère-enfant and St-Francois:

chudequebec.ca/patient/me-preparer-a-accoucher/preparation-prenatale

La maison de naissance de la Capitale-Nationale -
On the north shore, with mid-wives.
418 651-7453

ciusss-capitalenationale.gouv.qc.ca/maison-de-naissance-de-la-capitale-nationale

Maison de naissance Mimosa - On the south shore, with mid-wives and birth attendants.
418 839-0205

cisss-ca.gouv.qc.ca/services-offerts/perinatalite-grossesse-et-maternite/vous-etes-enceinte/lieux-de-naissance/maison-de-naissance-mimosa

About Mid-wives and Doulas:

quebec.ca/en/health/health-system-and-services/service-organization/midwifery-services

Québec Association of Doulas (birth attendants)
aqan-qad.com



Complaints

Complaints help to improve the system. Giving feedback is essential for institutions to improve their services. Each health establishment should have a system in place or a users' committee that handles complaints.

Read more here: quebec.ca/en/health/health-system-and-services/rights-recourses-and-complaints/the-health-and-social-services-network-complaint-examination-system/



Private System

In addition to the public health care system, there are also private clinics. These are paid services and generally quicker. They do not, however, provide the full range of services offered in the public system. They do not accept the Québec RAMQ medical card.

Jeffery Hale – Saint Brigid’s

Jeffery Hale – Saint Brigid's is a public institution that provides a wide range of primary health care services in French and English to the population of the Greater Québec City region. (Grouped with the *CIUSSS de la Capitale-Nationale*)

418 684-5333

jhsb.ca

- Emergency: walk-in urgent care, 8:00 a.m. to 8:00 p.m., 7 days a week)
- Diagnostic services: walk-in lab tests and medical imaging (radiology), by appointment for ultrasounds (no obstetrical ultrasounds)
- Refugee health clinic
- Geriatric services and senior care

Community Services

Jeffery Hale Community Services provides a variety of CLSC-type health and social services in English for all ages. Most of their services are free of charge with a valid Québec health care card. (same phone number and website as above)

- Counselling, Psychosocial and Mental Health Services
- Family, Child and Youth Services
- Senior and Homecare Services
- Volunteering opportunities

Saint Brigid’s Home

Saint Brigid’s Home is a publicly-funded long-term care residence for senior citizens who can no longer live at home.

Wellness Centre

The community Wellness Centre (WE) at Jeffery Hale promotes the personal and shared well-being of English speakers in the Québec City region by offering a range of healthy living programs.

wejh.ca

- Healthy Seniors
- Community Wellness
- Family Matters - workshops and social activities for parents of young children
- SNACS Special Needs program
- The Caregivers Circle
- Volunteering

Voice of English-speaking Québec

As an active, non-profit organization that currently has over 3200 members, VEQ has played a vital part in the preservation and development of community life for the English-speaking community for over three decades.

VEQ helps individuals participate in community life in the Québec City region, in both French and English. VEQ welcomes newcomers, sponsors community celebrations, researches needs, informs citizens, and provides a framework for effective action on behalf of English-speaking people and institutions.

New to Québec City? Get connected with the English-speaking community in Québec City!

For more information, visit veq.ca or contact us at info@veq.ca or 418 683-2366 ext. 221

Important phone numbers:

911 - For serious emergencies

811 - **Health and social information:** Nurses and social workers available 24 hours a day, 7 days a week, in English or French.

211 - **Information and resources:** Community, social and government services.

Ligne d'aide aux parents / Parents' Help Line
1-800-361-5085

Centre anti-poison du Québec / Québec
Poison Control Centre 1-800-463-5060

Suicide Action Montreal: Listening and support
514 723-4000

Tel-Aide / Listening line: 9 a.m. to midnight
418 686-2433

Tel-Jeunes: Listening for children and youth
1-800-263-2266

SOS Spousal abuse: Listening and referral for victims of domestic violence 1-800-363-9010

Sexual assault: Listening and support for victims, 24 hours/day, 7 days/week 1-888-933-9007

***Centre de prévention du suicide de Québec:**
Listening and support 418 683-4588

*** Centre de crise / Crisis Centre:** Listening support, and shelter for clients in crisis
418 688-4240

***Youth protection / Urgence sociale:** Child and youth services, 24 hrs a day, 7 days a week
418 661-6951

Positive Parenting information:

418-661-6951 ext. 7070 parentspositifs.ca

*The services with a star may not be able to provide services in English.

Health System Vocabulary

RAMQ - Régie de l'assurance maladie du Québec:: Québec's public health insurance agency.

CIUSSS - Centre intégré universitaire de santé et de services sociaux: An integrated university health and social services centre.

GMF (FMG in English) - Groupe de médecine de famille: A family medicine group is composed of family doctors who work closely with other health professionals. All members of the FMG can access the files of the clients so if your doctor is not available, you can see another doctor.

GMF-U (UFMG in English) - Groupe de médecine de famille universitaire: A university family medicine group is also a place for training of residents. These are open to the public and residents are supervised when consulting patients.

CLSC - Centre local de services communautaires: A local community service centre offers various health and social services, usually close to home.

CHU - Centre hospitalier universitaire: A university-affiliated hospital.

CPE - Centre de la petite enfance: A childcare centre that is financed by the government and, as such, offers spaces at a lower cost.

IPS - Infirmières praticiennes spécialisées: Specialized nurse practitioners. Nurse with a master's degree and often specialized.

Clinique sans rendez-vous: Walk-in clinics or clinics that give same-day appointments.

Urgence: Emergency, or emergency room, usually in a hospital setting.