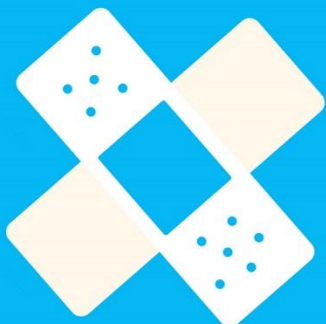


QUÉBEC HEALTH 101 GUIDE



Jeffery Hale
Saint Brigid's



Voice of English-speaking Québec



Québec 



Canada 

We developed this guide, and the accompanying presentation, to help you as a newcomer find your way around the medical system in Québec City more easily.

Please note that, because the medical system is always changing and evolving, the information in this guide is subject to change.

This project was a joint effort between the three organizations that co-manage the community Wellness Centre at Jeffery Hale:

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

Jeffery Hale Community Partners
2000-1270, chemin Sainte-Foy
Québec (Québec) G1S 2M4

Jeffery Hale Community Services
1124-1270, chemin Sainte-Foy
Québec (Québec) G1S 2M4

Copyright © Voice of English-speaking Québec, 2023

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

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

Quebec residents are covered by [public healthcare](#). RAMQ is the provincial agency that manages public health insurance in Quebec. To qualify, you must be a Quebec resident who is present in Quebec 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.

<https://www.ramq.gouv.qc.ca/en/citizens/health-insurance/know-eligibility-conditions>

Where to apply:

To apply for the RAMQ card, please visit the website and fill the form:

<https://www.ramq.gouv.qc.ca/en/citizens/health-insurance>

You can renew or replace your Health Insurance Card at a Société de l'assurance automobile du Québec (SAAQ) service outlet or at a health network service point. Make sure to bring your completed and signed renewal notice to renew your card.

Also, you can make an appointment for your photo to be taken at one of the SAAQ service outlets to avoid waiting on-site.

<https://www.ramq.gouv.qc.ca/en/contact-us/find-service-point>

If you require help registering by mail, please call 418 781-2520 option 3 (Option 9 for English).

When to apply:

As soon as you have settled in the province, apply for a Quebec health care card. There is a 3-month waiting period after you apply. The sooner you apply, the sooner you will be covered. If you are a member of the Canadian armed forces, however, there is no waiting period for you and your family.

While you wait for your Quebec health insurance card and if you have moved from another province, your home province should cover most of your medical expenses. It's possible that you'll be required to pay upfront for services here and then request reimbursement from your home province. If you are coming from abroad, it is strongly recommended that you get private health insurance to cover you during the waiting period. Shortly after you submit your application for Quebec 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.

Bill 83: Healthcare Coverage to Children in Quebec Regardless of Parents' Status

As of September 2021, all minors (under 18 years of age) present on Québec territory will be eligible to RAMQ immediately without a waiting period, with proof that they will be staying in the province for more than 6 months. The child is eligible even if his or her parents are not covered by the Québec Health Insurance Plan (RAMQ). No information will be shared with CBSA authorities.

<https://doctorsoftheworld.ca/article/bill-83-implementation-and-information>

<https://www.ramq.gouv.qc.ca/en/citizens/health-insurance/register>



The Public Drug Insurance Plan

Prescription drug insurance is mandatory for anyone who lives permanently in Quebec, whether public (through the RAMQ) or private. If you 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 phone:

<https://www.ramq.gouv.qc.ca/en/citizens/prescription-drug-insurance/register-deregister>

Your right to services in English – Language and the law

You have the right to receive public health services in English IF 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.

<http://www.jhsb.ca/en/acces-linguistique/banque-interpretariat>

Health Passport –Passeport 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
① 418 683-2366

Click here for the online application of the health passport: health-passport.ca

Quebec Health Booklet – Carnet Santé Québec

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

<https://carnetsante.gouv.qc.ca/portail>



Finding a Family Doctor

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

You can register online using your valid Quebec health card:

<https://www.quebec.ca/en/health/finding-a-resource/registering-with-a-family-doctor>

The registration may also be done online, through the Québec Health Booklet.

<https://carnetsante.gouv.qc.ca/portail>

You can also try finding a family doctor on your own by asking the doctor during your visit to a walk-in clinic; or ask people you know if their doctor might be accepting new patients. Know someone who is moving out of the city? Ask who their doctor is!

Need medical attention?

Primary Care Access Point (*Guichet d'accès à la première ligne* in French)

The Primary Care Access Point helps people without a family doctor to obtain a medical consultation or a health service. To benefit from it, you must be waiting for a family doctor after registering on the Québec Family Doctor Finder or be taken care of by a group of doctors.

811: FREE, bilingual and available 24/7!

- **Info-Santé:** Option 1 for health advice. A nurse will assess your situation and will recommend accordingly. If the call is about a child aged 0 to 17 years, a reserved phone line provides a faster response, which may lead to an appointment with a health professional.
- **Info-Social: Option 2 for psychosocial advice**
A psychosocial worker will offer advice for a psychosocial or mental health issue.
- **Primary Care Access Point** (Option 3)
This line is reserved for people who do not have a family doctor. A nurse will refer you to the most appropriate health professional (pharmacist, nurse, doctor, etc.).

<https://gap.soinsvirtuels.gouv.qc.ca/en>

Medical clinics - Same or next day consultations

As mentioned, call 8-1-1 to get free and professional assessment from a nurse (or social worker) if you don't have a family doctor or a designated clinic.

In French, "*sans rendez-vous*" means "without an appointment", also known as a walk-in clinic.

The Jeffery Hale Hospital is a minor emergencies clinic. The system is based on first-come, first-serve, with no triage in place. Upon arrival, your situation will be evaluated, and you may be referred to a healthcare professional (doctor, nurse, physiotherapist, etc.).

You can also find a walk-in clinic close to you using this link:

<https://www.rvsq.gouv.qc.ca/fr/public/Pages/accueil.aspx>

Bonjour Santé

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

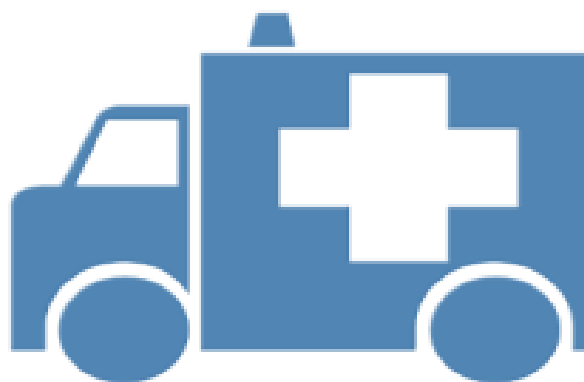
They also offer a paid text alert service in some clinics. This allows you to have a text reminder when it is close to your appointment time.

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 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.

 <https://portal3.clicsante.ca/>

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 or call:

📞 (418) 628-6808

 <https://portal3.clicsante.ca/>

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.

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:

 <https://www.quebec.ca/en/health/finding-a-resource/consulting-a-medical-specialist>



Hospitals and Emergency Rooms

Institut universitaire de cardiologie et de pneumologie de Québec (known as Hôpital Laval)
Open 24 hours a day, 7 days a week (24/7)

 2725, chemin Sainte-Foy

📞 (418) 656-8711

 <https://iucpq.qc.ca/en>

Centres Hospitalier Universitaire -CHU- (24 /7)
Five hospitals with different specialities.

📞 (418) 525-4444

 <https://www.chudequebec.ca/accueil.aspx>

- Centre Hospitalier de l'Université Laval -CHUL
Centre Mère-Enfant Soleil- (24/7)
2705, boul.Laurier, G1V 4G2
- Hôtel-Dieu de Québec (24/7)
11, côte du Palais, G1R 2J6
- Hôpital Saint-François d'Assise (24/7)
10, rue de l'Espinay, G1L 3L5
- Hôpital du Saint-Sacrement (24/7)
1050, chemin Sainte-Foy, G1S 4L8
- Hôpital de l'Enfant-Jésus (24/7)
1401, 18e Rue, G1J 1Z4

Minor Emergencies:

Call **8-1-1!** Available 24/7

A nurse will assess your situation and will direct you to the proper services.

Jeffery Hale Hospital (services in French and English) Open 7 days a week, from 8:00 a.m. to 8:00 p.m.

As mentioned before, it operates on a first-come, first-served basis.

 1250, chemin Sainte-Foy, G1S 2M6

📞 418 684-5333

 jhsb.ca

Hôpital Chauveau Open 7 days a week, from 8:00 a.m. to 10:00 p.m.

📍 11999, rue de l'Hôpital, G2A 2T7

☎ 418 842-3651

🌐 <https://www.sante.gouv.qc.ca/en/repertoire-ressources/ressource/?nofiche=918>

Important note: Ambulance costs are not covered in Quebec by RAMQ. If you have other coverage, check with your insurer if they will cover this cost.

For more information, contact Urgences santé Québec: <https://www.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:

🌐 <https://sante.gouv.qc.ca/en/repertoire-ressources/clsc/>

Other professionals

You can consult the directory of the members of professional associations. In Quebec, 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)

☎ 514 738-1223 or 1 800 561-1223

🌐 <https://www.ordrepsy.qc.ca/>

Ordre des dentistes du Québec (dentists)

☎ 1-800-361-4887

🌐 <http://www.odq.qc.ca/Home/tabid/149/language/en-US/Default.aspx>

Ordre des travailleurs sociaux et des thérapeutes conjugaux et familiaux du Québec (Social workers, and family and couple therapists)

☎ 1-888-731-9420

🌐 otstcfq.org (in French only)

Ordre des optométristes du Québec (optometrists)

☎ 1-888-499-0524

🌐 ooq.org (in French only)

Ordre des orthophonistes et audiologistes du Québec (speech pathologists and audiologists)

☎ 1-888-232-9123

🌐 <https://www.ooaq.qc.ca/> (in French only)

Vaccinations

Be sure to bring your vaccination record booklet with you when you go. To get an appointment visit the Clic Santé website:

🌐 <https://portal3.clicsante.ca/>

Quebec immunization program:

🌐 <https://www.quebec.ca/en/health/advice-and-prevention/vaccination/quebec-immunisation-program>

Quebec vaccination registry:

🌐 <https://www.quebec.ca/en/health/your-health-information/quebec-vaccination-registry/>



Family Services

Childcare in Quebec

In Quebec, the government finances the cost of childcare. There are three kinds of childcare options in Quebec: Childcare 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:

<https://www.mfa.gouv.qc.ca/>

There is also a network of drop-in daycares (*halte-garderies* in French):

<https://ahgcq.org/>

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

<https://www.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.

Pregnant women in Quebec can access information and professionals they need during their pregnancy through the Ma grossesse service. Available in multiple languages:

<https://www.quebec.ca/en/family-and-support-for-individuals/pregnancy-parenthood/support-during-pregnancy-birth/pregnancy/ma-grossesse-service>

Follow-up by a perinatal nurse

If you are pregnant and speak English, be sure to contact the Jeffery Hale Community Services to meet with a caring nurse from their Early Childhood

Services team. You may call them: (418) 684-5333, or visit their website: jhsb.ca

Delivery

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

Centre mère-enfant Soleil at the CHUL

☎ (418) 525-4444

chudequebec.ca

Hôpital Saint-François d'Assise

☎ (418) 525-4444

chudequebec.ca

Virtual visits of both the Centre mère-enfant and Saint-François:

<https://www.chudequebec.ca/>

La maison de naissance de la Capitale-Nationale, on the north shore, with mid-wives.

☎ (418) 651-7453

<https://www.ciuss-capitalenationale.gouv.qc.ca/services/famille-enfants-parents/grossesse-accouchement/maison-naissances>

Maison de naissance Mimosa, on the south shore, with mid-wives and birth attendants.

☎ (418) 839-0205

<https://www.ciussca.com/soins-et-services/grossesse-et-maternite/vous-etes-enceinte-ou-vous-etes-une-nouvelle-maman/etre-enceinte/lieux-de-naissance/maison-de-naissance-mimosa>

About Mid-wives and Doulas:

<https://www.quebec.ca/en/health/health-system-and-services/service-organization/midwifery-services>

Quebec Association of Doulas (birth attendants)

<https://aqdoulas.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:

<https://www.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 Quebec RAMQ medical card. A search online will help you find the different alternatives.

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 Quebec City region. (Grouped with the *CIUSSS de la Capitale-Nationale*)

📞 (418) 684-5333

<http://www.jhsb.ca/>

- Minor emergencies: walk-in urgent care, 8:00 a.m. to 8:00 p.m., 7 days a week)
- Diagnostic services: lab tests and medical imaging (radiology)
- Refugee health clinic
- Tuberculosis clinic
- Geriatric services and senior care
- Palliative 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 Quebec 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 Quebec City region by offering a range of healthy living programs.

 <https://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 Quebec 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 Quebec City? Get connected with the English-speaking community in Quebec City!

For more information, visit veq.ca or contact info@veq.ca or 4 1 8 683-2366 ext. 221.

Important phone numbers:

911 - For serious **emergencies!**

811 - **Health and social information:** Bilingual nurses and social workers (24/7 services)

211 - **Information and resources:** Community, social and government services. Services available also online (results are given in a PDF document).

311 - **City of Québec Phone Line** : Services available also through their app.

Ligne d'aide aux parents / Parents' Help Line
1 (800) 361-5085 (24/7 services)

Centre antipoison du Québec | Québec Poison Control Centre
1 (800) 463-5060 (24/7 services)

Sexual assault: Listening and support for victims,
1 (888) 933-9007 (24/7 services)

SOS Spousal abuse: Listening and referral for victims of domestic violence 1-800-363-9010
<https://sosviolenceconjugale.ca/en> (24/7 services)

Suicide Action Montreal: Listening and support.
(514) 723-4000 (24/7 services)

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

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

***Centre de prévention du suicide de Québec:**
Listening and support 418 683-4 588

*** 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

*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 / Quebec's public health insurance agency.

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

GAP – Guichet d'accès à la première ligne (The Primary Care Access Point in English).

GMF (FMG in English) - Groupe de médecin 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 médecin 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 communautaire: 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.



