



Health Guide



We all know how important our health is to our lives. The Quebec health system can seem complex for newcomers. Following a growing demand for help and support in this process, we have created this guide. It will be useful whether you are posted or releasing from the Canadian Armed Forces.

Access to a family physician may be quite limited. This guide provides you with information on how to find a family physician, as well as other gateways to the health care system (emergency rooms, CLSCs, drop-in clinics). We recommend that you check the information as it is subject to change.

Valcartier Family Centre
Building 93
PO Box 1000, Station Forces
Courcelette, Quebec, G0A 4Z0
418 844-6060
Toll Free: 1 877 844-6060
Fax: 418 844-3959
info@crfmv.com
www.CAFconnection.ca

© Valcartier Family Centre, 2017

RAMQ (RÉGIE DE L'ASSURANCE MALADIE DU QUÉBEC)

RAMQ is a Quebec government agency under the Ministry of Health and Social Services. Its mission is to administer the public health and drug insurance plans as well as to inform the public, manage eligibility for individuals, remunerate health professionals and ensure the secure flow of information. It is also responsible for issuing **health insurance cards**, which allow access to public health care services.

How to get a health insurance card

Here is a link describing how to obtain a health insurance card:

<http://www.ramq.gouv.qc.ca/en/citizens/health-insurance/registration/Pages/how-to-register.aspx>

You must call RAMQ or visit one of their offices during office hours in order to obtain a registration form.

By phone:

Québec City: 418-646-4636

Elsewhere in Quebec: 1-800-561-9749

Quebec reception Desk

787, boulevard Lebourgneuf

Québec (Québec) G2J 1C3

The Régie's reception desk is located in the offices of Services Québec and the Société de l'assurance automobile du Québec (SAAQ). Photos for all persons age 14 or over can be taken on site (fees will apply). In addition, copies of original documents required for each person's registration can be made on site.

Termination of the RAMQ waiting period for members of military families who are posted

In response to a request from the Canadian Armed Forces, please note that when a member is assigned to another Canadian province or territory, his or her family members (spouse and children) who have settlement status will become eligible for public health care upon their arrival in their host province as they are now exempt from the 90-day waiting period planned in the regulations for the entire population. To demonstrate this situation, the family must provide the document issued by the Canadian Armed Forces containing the assignment instructions (posting message).

You will receive your card within 7 to 10 business days following the receipt of your completed request. If you require health care in the meantime, you can use the health care services covered by RAMQ by requesting a registration confirmation. This can be done in person at a RAMQ office or by phone.



REGISTER WITH A FAMILY DOCTOR

To facilitate access to a family physician, there is a centralized waiting list: Québec Family Doctor Finder. Simply complete the form online or by phone. Afterwards, your application will be evaluated and you will be contacted when a family doctor is assigned to you.

It should be noted that the waiting period for the award of a family doctor can be considerable. Family physicians are not allocated on a first come, first served basis, but rather on the basis of the level of vulnerability of patients.

To register online and to learn more about the different ways to find a family doctor in Quebec, consult the following link:

<http://sante.gouv.qc.ca/programmes-et-mesures-daide/inscription-aupres-d-un-medecin-de-famille/>

To register for the Family Doctor Finder, call 1-844-666-2727

FIND A FAMILY DOCTOR BY YOURSELF

You can also try looking for a family doctor yourself. You can call in medical clinics or family medicine groups near you to see if they are accepting new patients. Here is where you will find their contact details:

<http://sante.gouv.qc.ca/en/repertoire-ressources/consultations-medicales-sans-rendez-vous/>

FIND A CLINIC NEAR YOU

Here are some resources that can help you find a medical clinic:

<https://www.rvsq.gouv.qc.ca/en/public/Pages/home.aspx>

<http://sante.gouv.qc.ca/en/repertoire-ressources/consultations-medicales-sans-rendez-vous/>

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

(Website in French only. Certain health resources are not covered.)

<https://www.bonjour-sante.ca/LandingPage/en.html>

(Note that this service may be charged)

HOW DOES A DROP-IN MEDICAL VISIT WORK?

It is advisable to call the clinic where you wish to have a consultation in order to know their method of operation. For some clinics, you have to call the day before at 8 pm or 9 pm to get an appointment, while others ask you to call the same day. In addition, some clinics operate in the same way as emergency rooms, depending on the priority of the consultation, meaning that a patient who comes after you could see the doctor before you.

CONSULTING THE EMERGENCY ROOM

Do you need to go to the emergency room? For help finding the emergency room with the shortest wait times, consult the following link:

<https://www.ciusss-capitalenationale.gouv.qc.ca/salle-durgence>

(Website in French only)

For a list of emergency rooms in the Québec City region, consult the following link:

<https://www.ciusss-capitalenationale.gouv.qc.ca/nos-services/en-cas-durgence/urgence-lhopital> (Website in French only)

Did you know? The cost of transport by ambulance is not covered by the Régie de l'assurance maladie du Québec. Please contact Urgences santé for more information. Also check with your insurer, you may be reimbursed for ambulance costs.

<https://www.urgences-sante.qc.ca/information-au-public/combien-coute-un-transport/> (Website in French only)

COMPLEMENTARY RESOURCES

24/7 Resources

Info-Santé 8-1-1

If you are worried about your health and want a professional opinion from home, you can contact Info-Santé by calling 8-1-1. A nurse will be able to answer your questions, tell you if you need to see a doctor and refer you to the nearest point of service for you.

<https://www.quebec.ca/en/health/finding-a-resource/consult-a-professional/info-sante-811/>

Info-Social 8-1-1

Psychosocial consultation available 24/7 by phone. This service is available to anyone needing information, intervention, guidance, a referral to appropriate resources a professional opinion or advice regarding social services.

<https://www.quebec.ca/en/health/finding-a-resource/consult-a-professional/info-sante-811/>

Centralised information and referral service 2-1-1

If you want to know what community resources are available to you in relation to your physical or psychological condition, you can contact 2-1-1. A facilitator can direct you to the right resource. You can also consult the online search tool.

<http://www.211quebecregions.ca>

Centre de crise

418 688-4240 (Québec)

1 866 411-4240 (Portneuf et Charlevoix)

<http://centredecrise.com/>

(Website in French only)

Centre de prévention du suicide de Québec

/ Suicide Prevention Centre

1 866 APPELLE (277-3553)

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

(Website in French only)

Direction de la protection de la jeunesse

– Centre jeunesse de Québec / Youth

protection services

418 661-3700 or 1 800 463-4834

(to report a situation)

<http://www.centrejeunessedequbec.qc.ca/>

(Website in French only)

Centre antipoison / Poison control centre

1 800 463-5060

<http://www.ciuss-capitalnationale.gouv.qc.ca/nos-services/en-cas-durgence/centre-antipoison-du-quebec>

<http://www.ciuss-capitalnationale.gouv.qc.ca/nos-services/en-cas-durgence/centre-antipoison-du-quebec>

(Website in French only)

Canadian Forces Member Assistance

Program / Veterans Affairs Canada

Assistance Service

1 800 268-7708

<http://www.forces.gc.ca/en/caf-community-support-services-map/member-assistance-program.page>

<http://www.forces.gc.ca/en/caf-community-support-services-map/member-assistance-program.page>

Family Information Line (for the military community)

1 800-866-4546

<https://www.cafconnection.ca/National/Stay-Connected/Family-Information-Line/Connect-With-Us.aspx>

<https://www.cafconnection.ca/National/Stay-Connected/Family-Information-Line/Connect-With-Us.aspx>

<https://www.cafconnection.ca/National/Stay-Connected/Family-Information-Line/Connect-With-Us.aspx>



PROFESSIONAL SERVICES

You need to consult a health and social services professional? You can consult the directories of each of the professional orders to obtain the contact information of qualified professionals.

You can check with your insurance company, some consultation fees from health professionals can be refunded!

Ordre des psychologues du Québec / Quebec Psychologists Association

1 800 561-1223

<http://www.ordrepsy.qc.ca/>

(Website in French only)

Ordre des travailleurs sociaux et des thérapeutes conjugaux et familiaux du Québec / Quebec Social Workers and Family and Couple's Therapists Association

1 888 731-9420

<http://www.otstcfq.org/>

(Website in French only)

Ordre des dentistes du Québec / Quebec Dentists Association

1 800 361-4887

[http://www.odq.qc.ca/Home/tabid/149/
language/en-US/Default.aspx](http://www.odq.qc.ca/Home/tabid/149/language/en-US/Default.aspx)

Association des orthodontistes du Québec / Quebec Orthodontists Association

514 282-2756

www.associationdesorthodontistes.com/

(Website in French only)

Ordre des optométristes du Québec / Quebec Optometrists Association

1 888 499-0524

<https://www.ooq.org>

(Website in French only)

Association des médecins psychiatres du Québec / Quebec Psychiatrists Association

514 350-5128

www.ampq.org/ (Website in French only)

Ordre des orthophonistes et audiologistes du Québec / Quebec Speech Therapists and Audiologists Association

1 888 232-9123

www.ooaq.qc.ca (Website in French only)

Association des pédiatres du Québec / Quebec Pediatricians Association

514 350-5127

www.pediatres.ca/

(Website in French only)

Ordre des psychoéducateurs et psychoéducatrices du Québec / Quebec Psychoeducators Association

1 877 913-6601

www.ordrepsed.qc.ca/

(Web site in French only)

Ordre des chiropraticiens du Québec / Quebec Chiropractors Association

1 888 655-8540

<http://www.ordredeschiropraticiens.ca/en>

INSURANCE

Here are the two insurance companies for the Public Service Health Care Plan:

Public Service Health Care Plan (Sun Life)

1 888 757-7427

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

To download claim forms:

[http://www.pshcp.ca/forms-and-
documents.aspx](http://www.pshcp.ca/forms-and-documents.aspx)

Great West (Dental insurance only)

1 800 957-9777

<https://www.greatwestlife.com/>

To download claim forms:

[https://www.greatwestlife.com/you-and-
your-family/forms/group-claim-forms/
standard-claims-forms/](https://www.greatwestlife.com/you-and-your-family/forms/group-claim-forms/standard-claims-forms/)

We recommend that you consult your insurer for eligible expenses before committing to a health professional.

MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX DU QUÉBEC

For more information about the Quebec health care system, what resources are available to you, facts concerning your health and the health of your loved ones, visit the department's website or the *Portail Santé mieux-être*.

<http://www.msss.gouv.qc.ca/en/index.php>

<http://sante.gouv.qc.ca/en/>

SOME TERMS EXPLAINED

A family medicine group (GMF) is:

A clinic that brings together doctors and nurses who provide comprehensive health care monitoring. You must be registered at the clinic to access this service. To register, you must apply directly to a GMF or fill out the Family Physician Access Form.

A network clinic (or GMF-network) is:

A GMF with an increased front-line service offering for semi-urgent needs and simple urgent needs. In addition to the services offered in GMFs, super clinics must offer walk-in consultations, radiology and blood sampling 7 days a week to patients who do not have a family physician or are enrolled in another GMF.

<http://sante.gouv.qc.ca/systeme-sante-en-bref/groupe-de-medecine-de-famille-gmf/>

(Website in French only)

A family medicine unit (UMF) is:

A family medicine clinic associated with a faculty of academic medicine and dedicated primarily to the **training of family medicine residents** in the context of primary care and research in this field. In addition to its teaching and research vocation, it offers medical care and services and participates in the development of the professional discipline. **You will most likely receive medical care from resident doctors**, who

are supervised by the medical team in place. As with a GMF, you must be registered at the clinic to be able to see a doctor, with or without an appointment.

<http://cqmfc.qc.ca/clientele/orp/unites-medecine-familiale/> (Website in French only)

A Centre intégré de santé et de services sociaux (CISSS) or a Centre intégré universitaire de santé et de services sociaux (CIUSSS) is:

A regional body whose mandate is to provide community care and services to the population of its territory. This range of services ranges from prevention to end-of-life care.

In general, the CIUSSS of the Capitale-Nationale offers its population the following care and services:

- Public health prevention and promotion activities
- General and specialized medical care
- Psychosocial services
- Current health services (immunization, withdrawal, nursing)
- Adaptation, rehabilitation, reintegration and social integration services
- Coaching and support to the entourage

<http://www.ciusss-capitalemationale.gouv.qc.ca/propos-de-nous/portrait-du-ciusss-de-la-capitale-nationale>

(Website in French only)



YOU ARE EXPECTING A CHILD? YOU PLAN ON HAVING A CHILD?

Hospitals specialised in obstetrics:

Centre hospitalier de l'Université Laval (CHUL)

2705, boulevard Laurier
Québec (Québec) G1V 4G2
418 525-4444

Hôpital Saint-François d'Assise

10, rue de l'Espinaay
Québec (Québec) G1L 3L5
418 525-4444

For a virtual tour of these two hospitals obstetrics department:

<https://www.chudequebec.ca/patient/me-preparer-a-accoucher/preparation-prenatale.aspx> (Website in French only)

CLINICS OFFERING PREGNANCY FOLLOW-UP

We suggest you check with clinics in your area even if you don't have a family doctor. Some doctors offer pregnancy follow-ups. In addition, you can contact the CHUL for more information and access to a doctor to monitor your pregnancy. The following is a list of clinics that offer pregnancy follow-up.

Centre d'obstétrique et de gynécologie de la Cité

4250, 1re Avenue, Galeries de Charlesbourg
Québec (Québec) G1H 2S5
418 654-0555

MAclinique Médicale Lebourgneuf

725, Boulevard Lebourgneuf
Québec, QC, G2J 0C4
418 626-1313

Clinique prénatale du Jeffery Hale - Saint Brigid's*

1250, chemin Sainte-Foy
Québec (Québec) G1S 2M6
418 684-5333

* for English-speaking parents

BIRTH CENTRES (FOLLOW-UP AND DELIVERY WITH A MIDWIFE)

Maison de naissance de la Capitale-Nationale

Centre de santé et services sociaux de la Vieille-Capitale
1280, 1re Avenue
Québec (Québec) G1L 3K9
418 651-7453

Maison de naissance Mimosa

Centre intégré de santé et de services sociaux Chaudière-Appalaches
182, rue Saint-Romuald
Lévis (Québec) G6W 3G9
418 839-0205

Download the guide From Tiny Tot to Toddler:

<https://www.inspq.qc.ca/en/tiny-tot>



QUÉBEC PARENTAL INSURANCE PLAN (QPIP)

What is the Québec Parental Insurance Plan?

Effective January 1, 2006, the Québec Parental Insurance Plan (QPIP) is a concrete way for workers to better reconcile their family and work responsibilities. It aims to financially support new parents, encourage them in their desire to have children and support them in their willingness to devote more time to their children in the first months of their lives.

The QPIP provides benefits to all workers (employees and self-employed) who take maternity, paternity, parental or adoption leave.

It **replaces** the maternity, parental and adoption benefits that were available to new parents in Quebec under the federal employment insurance system.

The QPIP is an income replacement plan: you must have earned income to qualify for it.

1 888 610-7727

http://www.rqap.gouv.qc.ca/index_en.asp

FAMILY ALLOWANCES

Child assistance payment (provincial allowances):

http://www.rmq.gouv.qc.ca/en/programmes/soutien_enfants/paiement/Pages/paiement.aspx

Canada child benefit (federal allowances):

<http://www.cra-arc.gc.ca/bnfts/cdb/menu-eng.html>

Does your child have special needs? You may be eligible for additional financial assistance. Please consult the eligibility criteria.

supplement for handicapped children (provincial allowances):

https://www.rmq.gouv.qc.ca/en/enfants/enfant_handicape/supplement-enfant-handicape/Pages/criteres_admissibilite.aspx

Child disability benefit (Federal allowances):

<https://www.canada.ca/en/revenue-agency/services/child-family-benefits/child-disability-benefit.html>



YOU WILL BE POSTED? RELEASED?

Here are some tips to facilitate this milestone:

- Ask for a copy of your medical record.
- Consider asking for medication prescriptions or referrals to medical specialists you will need before you find a new family physician.
- If you do not intend to return to the area, do not forget to tell your family doctor to leave your place to someone who is waiting.
- Discuss continuity of care with your current physician.
- For released or releasing members, contact your Veterans Affairs Canada clinical care manager to learn about available services or to apply for disability benefits:
1 866 522-2122
- Check with your MFRC if there is a health guide or program to facilitate access to health care.

