

DEVICES THAT COMPENSATE FOR PHYSICAL DEFICIENCIES (PROGRAM)

This program is intended for persons insured under the Québec Health Insurance Plan who have a physical deficiency and need to wear or use a device to compensate for it. To be entitled to insured services, these persons must fulfill certain requirements.

WHAT DEVICES AND SERVICES ARE INSURED?

Devices insured under the program include orthoses, prostheses, ambulation aids, standing aids, locomotor assists and posture assists, as well as their components, supplements and accessories. To be covered, devices must appear on the list approved by the government.

Brief descriptions

An orthosis is designed to correct a deficient function, to compensate for a disability, or to increase the physiological performance of the trunk or of a limb that has lost its primary function, that has never fully developed or that is affected by a birth defect. An example of an orthosis is a tibial orthosis.

A prosthesis is designed to fully or partially replace an amputated limb or a limb that is completely or partly missing, and to restore its primary function or original appearance. An example of a prosthesis is an artificial leg.

An ambulation aid is a support that facilitates or permits walking. Ambulation aids include crutches, canes, walking frames and walkers.

A standing aid (a parapodium or an orthopodium) supports the trunk and lower limbs, thus enabling a person to assume an upright position.

A locomotor assist is used for moving about. Locomotor assists include manual and powered wheelchairs, wheelbase systems, orthomobiles and children's strollers.

A posture assist is a device that supports one or more parts of the body (head, upper or lower limbs, spine) while a person is seated in a wheelchair or in a wheelbase system.

N.B. Certain devices become the property of the Régie when no longer used by the insured person and must be returned to a facility or laboratory accredited by the Régie. Such devices include upper-limb prostheses, wheelchairs, wheelbase systems, strollers and walkers for children. These devices must therefore not be given away, sold, or exchanged for other devices.

Insured services include the purchase, adjustment, repair and, in certain cases, the replacement of insured devices.¹ Depending on the type of device, all these services must be rendered at either **a facility or a laboratory accredited by the Régie** (see the list on the other side of this pamphlet).

WHAT REQUIREMENTS MUST BE FULFILLED?

The person's physical deficiency and need to wear or use a device must be attested to by a physician. In addition, insured devices and services must be supplied by an accredited facility or laboratory.

For certain devices, such as orthoses and ambulation aids, special conditions apply.

1. **Exception:** The program does not cover three-wheeled and four-wheeled scooters, but does cover the adjustment and repair of these devices if they were paid for by the Office des personnes handicapées du Québec prior to November 12, 1998.

An orthosis is insured if a physician recommends that it be worn every day for a minimum period of:

- six months, for a lower-limb orthosis;
- three months, for a trunk orthosis;
- one month, for an upper-limb orthosis.

However, a person under age 19 whose orthosis is designed to **correct a deformity** does not have to wear the orthosis for the entire minimum period, but a physician must have recommended that it be worn **on a daily basis**.

Orthoses worn only for the practice of a sport are not insured.

Ambulation aids are insured only if they are made available as part of a rehabilitation process and are used every day for at least one year.

HOW TO OBTAIN AN INSURED DEVICE OR SERVICE

Orthoses, prostheses, ambulation aids and standing aids

You must:

- 1- Obtain **a written medical prescription** describing your physical deficiency and functional limitation, attesting to your need for a device and, if required, containing recommendations as to its use.

The prescription must be written by an orthopedist, a physiatrist, a neurologist, a neurosurgeon, a

rheumatologist or a geriatrician, or by general practitioners or pediatricians attached to certain hospitals or rehabilitation centres. General surgeons may write prescriptions for lower-limb prostheses, while plastic surgeons may do so for upper-limb or lower-limb orthoses.

- 2- Go to **a facility or laboratory accredited by the Régie**, where the technical specifications for your device will be determined and the device will be fitted or adjusted.

Locomotor and posture assists (wheelchairs and adapted supports)

You must:

- 1- Obtain **a written medical prescription** describing your physical disability and functional limitations and attesting to your need for the device.

The prescription must be written by an orthopedist, a physiatrist, a neurologist, a neurosurgeon, a rheumatologist or a geriatrician, or by general practitioners or pediatricians attached to certain hospitals or rehabilitation centres. Certain devices and services provided to persons suffering from severe cardiovascular or cardiorespiratory problems must be prescribed by cardiologists or lung specialists.

- 2- Go to **a facility accredited by the Régie** (laboratories are not authorized to offer these services), where a multidisciplinary team will determine the technical specifications of the device suitable for you and will provide you with the insured services you are entitled to receive.

ADJUSTMENT, REPAIR AND REPLACEMENT DURING AND AFTER THE WARRANTY PERIOD

You do not need a medical prescription to have a device adjusted or repaired. However, if a change in your physical condition necessitates that your device be replaced, you must obtain a new prescription confirming the change and attesting to your need for another device.

Most devices are covered by warranty. If your device requires adjustment or repair during the warranty period, contact the facility or laboratory **that supplied it to you**, which will ensure that the work is done under warranty.

Since accredited facilities bill the Régie for the services they render, **you have nothing to pay**.

Once the warranty has expired, you must have adjustments or repairs to your device carried out by an accredited facility or laboratory. However, in the case of a **locomotor or posture assist**, you must have your device **adjusted or repaired only** by an **accredited facility (laboratories are not authorized to offer these services)**.

IMPORTANT NOTE

The Régie pays only for the cost of services rendered by accredited facilities or laboratories.

The information in this pamphlet is neither exhaustive nor applicable in all cases, and does not have force of law.

ORTHOPEDIC ITEMS NOT COVERED

The program does not cover such items as orthopedic shoes, cloth upright supports and elasticized socks.

THE USER'S PERSONAL RESPONSIBILITY

The cost of replacing lost, stolen or damaged devices, **and** the cost of repairing devices **used negligently**, must be paid by the user. Insurance policies generally cover devices for loss, theft or damage. For information, contact your insurer.

SUPPLEMENTAL INSURANCE

If you hold private insurance (group or individual), your policy may cover devices or items not insured under the program. For information, contact your insurer.

Remember...

If you change your address,
call us
and let us know!

Your Health Insurance Card
is valid until the end of the month
in which it expires.
**It's up to you to check
the expiry date.**

REMEMBER TO PRESENT YOUR VALID HEALTH INSURANCE CARD.

Public facilities accredited by the
Régie de l'assurance maladie du Québec

Centre hospitalier Hôtel-Dieu d'Amos
Amos (819) 732-3341

Centre de réadaptation La RessourSe
Hull (819) 777-6261

Centre de réadaptation Le Bouclier
Joliette (450) 755-2741

Centre de réadaptation en déficience physique
Carrefour de santé de Jonquière
Jonquière (418) 695-7787

Centre de réadaptation Constance-Lethbridge
Montréal (514) 487-1770

Centre de réadaptation Lucie-Bruneau
Montréal (514) 527-4521

Centre de réadaptation Marie-Enfant
de l'Hôpital Sainte-Justine
Montréal (514) 374-1710

Institut de réadaptation de Montréal
Montréal (514) 340-2080

Institut de réadaptation en déficience physique
de Québec (Centre François-Charon)
Québec (418) 529-9141

Centre de réadaptation La Maison inc.
Rouyn (819) 762-6592

Institut de réadaptation en déficience physique
de Québec (Centre Cardinal-Villeneuve)
Sainte-Foy (418) 529-9141

Centre montréalais de réadaptation
Saint-Hubert 1 877 462-8638
(sans frais)

Centre de réadaptation Estrie inc.
Sherbrooke (819) 346-8411

Centre de réadaptation Interval
Trois-Rivières (819) 375-7718

Private laboratories accredited by the
Régie de l'assurance maladie du Québec

Clinique Orthèses-prothèses Sag-Lac inc.
Alma (418) 480-2562

Autonomie-Santé inc.
Anjou (514) 335-9935

Laboratoire Langelier-Lanoue
Beloeil (450) 467-0762

Ortoech inc.
Brossard (450) 445-3452

Centre d'orthèses et de prothèses de la Mauricie inc.
Cap-de-la-Madeleine (819) 375-2855

Laboratoire Orthobourg enr.
Charlesbourg (418) 624-4999

Laboratoire orthopédique St-Laurent inc.
Dorion (514) 747-4350

O.P. Médic inc.
Drummondville (819) 475-3888

Pro-Orthotek inc.
Gatineau (819) 568-3333

Orthèse-Prothèse Rive-Sud inc.
Granby (450) 372-5112

Ortho-Action inc.
Greenfield Park (450) 465-6164

Les Orthèses V.R.A.M. inc.
Hull (819) 777-2833

Centre orthopédique Joly inc.
Joliette (450) 759-3025

Solution C.M. inc.
Jonquière (418) 548-0851

Ortho-Concept Québec inc.
Laval (450) 676-7447

Orthèse-Prothèse Rive-sud inc.
Lemoyne (450) 672-0078

Service orthopédique Régional inc.
Lévis (418) 837-8811

Centre Orthomédic P. & S. (1984) inc.
Montréal (514) 722-3395

Ingénierie Médecus
Montréal (514) 525-6071

J.-E. Hanger ltée
Montréal (514) 489-8213

J. Slawner ltée
Montréal (514) 731-3378

Laboratoire Langelier-Lanoue
Montréal (514) 385-6333
1 800 419-4109

Les appareils orthopédiques BBG inc.
Montréal (514) 484-2313

Les Équipements Médecus ltée
Montréal (514) 525-3757

Laboratoire Bergeron
Montréal-Nord (514) 321-8424

Clinique d'appareillage orthopédique AR-CO inc.
Québec (418) 872-2944

Laboratoire d'orthèse-prothèse Malcom Tremblay inc.
Québec (418) 522-3587

Michel Boily inc.
Québec (418) 683-1746

Prothèses et orthèses Savard inc.
Québec (418) 681-6381

Yves Fiset Orthésiste Prothésiste inc.
Québec (418) 847-3700

Clinique orthopédique d'orthèses-prothèses Est inc.
Repentigny (450) 654-9681

Laboratoire orthopédique Villeneuve
Repentigny (450) 581-0140

Laboratoires orthopédiques Nouvelle Génération inc.
Rimouski (418) 725-3776

Laboratoires orthopédiques Nouvelle Génération inc.
Rivière-du-Loup (418) 867-8425

Orthèses Plus
Saint-Basile-le-Grand (450) 653-8190

Laboratoire BI-OP inc.
Saint-Charles-Borromée, Joliette (450) 752-2467

Laboratoire Pouliot inc.
Sainte-Foy (418) 652-0100

Idectro inc.
Sainte-Hedwidge-de-Roberval (418) 275-4795

Centre d'équipement orthopédique Saint-Eustache inc.
Saint-Eustache (450) 491-1454

Orthèse et Prothèse de Beauce inc.
Saint-Georges (418) 227-5333

Orthèse-Prothèse Rive Sud inc.
Saint-Jean-sur-Richelieu (450) 348-1916

Centre d'orthèses-prothèses Manus ltée
Salaberry-de-Valleyfield (450) 370-3366

Orthèse-prothèse Rive-Sud inc.
Sherbrooke (819) 564-1450

Orthèses prothèses Terrebonne
Terrebonne (450) 471-1101

Services orthopédiques Lapointe inc.
Trois-Rivières (819) 372-0564

Prothèses et Orthèses La Capitale inc.
Vanier (418) 681-4722

Arthro-Med inc.
Vimont (450) 967-2388

Orthosport Canada (1997) inc.
Westmount (514) 939-1702

WAYS TO CONTACT THE RÉGIE

By telephone

The Régie's *Health Insurance Info-line* keeps you informed
24 hours a day, 7 days a week.
Québec: (418) 646-4636
Montréal: (514) 864-3411
Elsewhere in Québec, toll-free: 1 800 561-9749

During office hours, you can speak with an information
clerk at the Régie's Service des opérations et des renseigne-
ments aux personnes assurées by calling one of the above
numbers.

By visiting the Régie's offices

1125, chemin Saint-Louis
Sillery (Québec)

425, boul. De Maisonneuve Ouest, 3rd floor
Montréal (Québec)

Office hours

**On Mondays, Tuesdays, Thursdays and Fridays
from 8:30 a.m. to 4:30 p.m. and on Wednesdays from
10:00 a.m. to 4:30 p.m.**

By TDD

(telecommunication device for the deaf)

Québec: (418) 682-3939
Elsewhere in Québec, toll-free: 1 800 361-3939

By mail

Régie de l'assurance maladie du Québec
Service des opérations et des renseignements
aux personnes assurées
P.O. Box 6600
Québec (Québec) G1K 7T3

On the Internet

www.ramq.gouv.qc.ca

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Direction des communications
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Be sure to let us know.

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