

## Message from the President

*Achieving high standards of accessibility, courtesy, confidentiality, efficiency and rapidity in the services we provide to the people of Québec is a commitment that we at the Régie de l'assurance maladie du Québec do not hesitate to make.*

*The Régie has just celebrated its thirtieth anniversary. And ever since the Régie was established, providing high-quality services to the public has always been a priority for our employees and a fundamental value of our organization. We therefore consider it important to publicly state our intention to maintain the same high standards in the future.*

*Although our commitments in this area are ambitious, I am confident in our ability to meet them, knowing as I do that the Régie's employees will work diligently to accomplish the task at hand. However, once we have fulfilled our objectives, we have no intention of resting on our laurels or of taking future success for granted.*

*To ensure that the quality of our services remains consistently high, we must constantly surpass ourselves. This is why, as part of our on-going efforts to make improvements, we endeavour to keep in touch with the people we serve, so as to be more aware of their expectations and better attuned to their needs.*

*Rigorous monitoring and assessment of our performances, consulting the public, keeping our employees well trained, and requesting input from them, particularly from those who serve the public directly, are among the means we use to meet our commitments. Providing high-quality services has always been, and will always be, a top priority for the Régie de l'assurance maladie du Québec.*



Duc Vu  
President – Director General

## Our Mission

Like the health and social services system, the Régie de l'assurance maladie du Québec has evolved considerably and today administers many different programs in the area of health insurance. But even though the Régie now carries out a wide variety of functions, it has always remained focussed on its primary mission, which is:

*“To contribute to maintaining and improving the health and well-being of all Quebecers.”*

## Our Services

Ever since 1969, when the Régie de l'assurance maladie du Québec was established, the people of Québec have had access to health-care services under the Québec Health Insurance Plan.

Over the years, the Régie has played an important role not only in the daily lives of Quebecers, but in our health-care system as well.

Today, the Régie has become a large public agency. Fueled by its desire to provide high-quality services to 7.3 million Quebecers, the Régie is constantly seeking to improve the range of services and benefits it offers.

The Régie administers the Health Insurance Plan, the Basic Prescription Drug Insurance Plan, and over 40 programs entrusted to it by the government. The Régie's 1 200 employees serve the public, as do some 25 000 health professionals and other service providers.

The Régie verifies the eligibility of persons wishing to avail themselves of its programs and keeps their files up to date. For eligible persons, the Régie issues and renews Health Insurance Cards, usually over a four-year cycle.

In addition to working in close collaboration with health professionals and their associations, the Régie determines the eligibility of health professionals for the various methods of remuneration and pays them for the health-care services and products they provide to insured persons.

Possessing a wealth of information on Québec's health-care system, the Régie makes statistical data, studies and other information available to organizations and researchers in the field of health, while ensuring confidentiality and safeguarding personal information.

**In short, the Régie employs every feasible means to improve its services, since serving the public is the Régie's raison d'être.**

## Our Commitments

At the Régie de l'assurance maladie du Québec, providing you with the best possible services is one of our uppermost concerns. The commitments we are making here express our desire to serve you efficiently at all times.

### *1. The Régie undertakes to greet you courteously.*

**You can therefore expect us to:**

- identify ourselves when answering your call or when greeting you at our offices;
- take time to listen to you closely in order to fully understand your situation;
- ensure that you understand the reply we give you.

### *2. The Régie undertakes to respect rules of confidentiality and to safeguard the privacy of personal information.*

**You can therefore expect us to:**

- meet with you in an area conducive to private discussion;
- regularly remind our staff of the rules of confidentiality they must follow;
- verify your identity when the services you require involve an exchange of personal information;
- ensure that only authorized members of our staff have access to our data banks.

### *3. The Régie undertakes to offer services that are accessible.*

**You can therefore expect us to:**

- provide you with various ways of obtaining information: in person; by telephone, fax or mail; over the Internet; at exhibitions and shows;
- guarantee you toll-free access to our telephone information service;
- give you accurate information 24 hours a day, 7 days a week, through our automated telephone information system. If you call during office hours, you can speak with an agent;
- ensure that you have access to a Québec-wide network of collaborators (CLSCs, SAAQ service outlets) when obtaining or renewing your Health Insurance Card.

### *4. The Régie undertakes to offer services that are fast and efficient.*

**You can therefore expect us to:**

- process your request when you first speak with a staff member;
- greet you at our Montréal and Québec City offices within an average of 15 minutes;
- ensure that the average response time at our call centre is 90 seconds;
- mail your Health Insurance Card to you within 30 days;
- register you for the Basic Prescription Drug Insurance Plan within 24 hours (excluding weekends and holidays);
- make it possible for you to report a change of address just by calling us;
- reply, within 48 hours of receipt, to a request for authorization regarding an exception patient or an exception drug.

## *You Can Help Us Serve You Better*

So that we can serve you better, we are counting on you to:

- give us complete and accurate information concerning your request;
- provide, within the allotted time, all the information we need for processing your request;
- notify us without delay of any change concerning your file or your request (such as a change of address).

## *If You Are Dissatisfied with Our Services*

At the Régie de l'assurance maladie du Québec, we are dedicated to providing you with high-quality services and are constantly looking for ways to serve you better.

If, however, you are dissatisfied with the services you receive from us, you can:

- ask to speak with the **immediate supervisor** of the employee who served you. If the Régie made an error or was at fault, we will acknowledge this and will attempt to arrive at an equitable solution;
- request a **review of your file** within six months, if you disagree with a decision rendered by the Régie;
  - file a complaint with the Régie's **Complaints Commissioner**, whose role is to defend your interests vis-a-vis the Régie and to ensure that you obtain the services to which you are entitled.

To file a complaint, just call or write the Complaints Commissioner to explain the problem and provide any documents or information that may be necessary for the study of your complaint.

The Complaints Commissioner will give you a final answer within three days or will inform you that more time is needed to investigate your complaint. You can contact the Complaints Commissioner in any of the following ways:

### **By telephone**

Québec City: (418) 682-5145  
Elsewhere in Québec (toll-free): 1 888 899-2121

### **By fax**

(418) 646-1962

### **By mail**

P.O. Box 6600  
Québec (Québec) G1K 7T3

### **By e-mail**

commissaire.plaintes@ramq.gouv.qc.ca

- take your complaint to the **Public Protector**, if you are still not satisfied with the reply you receive from the Régie. The Public Protector, who is completely impartial, examines complaints submitted by citizens and intervenes on their behalf to correct any errors or injustices. You can write to the Public Protector at the following address:

525, boul. René-Lévesque Est, bureau 1.25  
Québec (Québec) G1R 5Y4

## *How to Contact Us*

### **Our telephone numbers**

Our automated telephone information system provides you with information 24 hours a day, 7 days a week. During office hours, you can also speak with an agent.

Québec City: (418) 646-4636  
Montréal: (514) 864-3411  
Elsewhere in Québec (toll-free): 1 800 561-9749

### **By TDD (telecommunication device for the deaf)**

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

### **Our office addresses**

Régie de l'assurance maladie du Québec  
1125, chemin Saint-Louis  
Sillery (Québec) G1S 1E7

Régie de l'assurance maladie du Québec  
425, boul. De Maisonneuve Ouest  
Montréal (Québec) H3A 3G5

### **Our office hours**

Our offices are open Monday, Tuesday, Thursday and Friday from 8:30 a.m. to 4:30 p.m. and Wednesday from 10:00 a.m. to 4:30 p.m.

### **Our Web site: [www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)**

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