

At your service! Health



Who Does What

**How to Get
Healthcare Services**

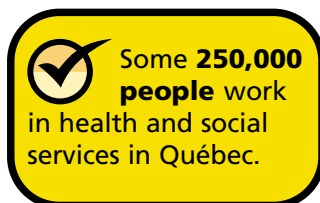
Where to Find Help

**Seniors
Long Term Care**

Homecare Services

Services Covered

**Maternity
and Childcare**



Your health is important—and so is knowing who to talk to. When you need to see a doctor or get advice you can rely on, it's important to know which door to knock on. You will—with the ***At your service! Health*** Guide. We've put this guide together to answer the questions people ask most. It also provides an extensive list of organizations that can give you advice or information.

At your service! Health is a reference guide. It offers no diagnosis, but it does show you how to get help and information for your needs and questions.

Of course, it wasn't possible to include every single reference for every part of Québec. But don't worry—you'll find most of the organizations you need in order to know where to turn.

In Québec in 1999, disability-free life expectancy hit 78.5 years—81.5 years for women and 75.4 years for men.

Maternity and Childcare

I think I'm pregnant, but how can I know for sure?

Pick up a pregnancy test at your local pharmacy. If the test is positive, make a follow-up appointment with a doctor at your CLSC or a medical clinic. For your nearest medical clinic, call your CLSC (see p. 10).

Giving birth for the first time frightens me. Where can I get help?

Your CLSC and doctor can suggest prenatal courses that will help (see p. 10).

Do I have to give birth in a hospital?

No, you can choose between a hospital or a birthing center. Ask your doctor for advice (see p. 10).

Do I have to have my four-month-old baby vaccinated?

Vaccinations are not compulsory. They are a personal decision. But it is strongly recommended you vaccinate your child against infectious diseases according to the vaccination schedule provided at birth. Make an appointment with your CLSC for free vaccinations (see p. 10).

My baby is sick and I'm worried. What should I do?

Talk to your pediatrician or call Info-Santé. You can also consult the handbook entitled *From Tiny Tot to Toddler* provided at birth (see p. 10).

My child seems to have learning difficulties or problems paying attention. Who should I talk to?

Talk to the authorities at your child's school, call your CLSC, or talk to a doctor. They will evaluate the situation and, if needed, suggest a plan adapted to your child's particular needs (see p. 10).

I feel overwhelmed by parenting. Who can help me?

Call the Parents Helpline for free advice or talk to someone at your CLSC (see p. 10).

—
Parents Helpline
1-800-361-5085
—



Since this fall, the Serogroup C meningococcal conjugate vaccine (meningitis) has been offered free to one-year-olds. Some **70,000 children** will be vaccinated each year. It is estimated this new measure will cost **\$4 million** a year.



In 2000–2001, over 45,000 beds in long term care residential facilities were used by more than 73,000 patients for an average stay of 215 days.

Seniors and Long Term Care

What is meant by "long term care"?

Long term care is regular care provided over an extended period to people of any age. Sometimes it is provided right in the home, other times in facilities like nursing homes.

Your CLSC
See p. 10

How do you get admitted or have an elderly relative admitted to a public nursing home?

You must be referred by a CLSC. They will judge whether the loss of autonomy warrants placement in a Long Term Care Residential Facility (CHSLD). If the case does not warrant admission to a CHSLD, the CLSC can direct you to private nursing homes in your area (see p. 10).

How much does it cost for the frail elderly to live in a CHSLD?

Current rates range from \$870 to \$1,400 per month for lodging and meals. People with low incomes qualify for a government discount.

Rates in private nursing homes can be as much as \$5,000 a month, depending on the services provided. Call your CLSC for more information (see p. 10).

Regroupement des CHSLD et résidences pour personnes retraitées
www.acapa.com

My doctor has told me to get out and exercise more. Where can I get information?

Your CLSC can give you a list of clubs and organizations that offer activities designed for seniors.

The *Viactive* program developed by Kino-Québec in conjunction with the Fédération de l'âge d'or du Québec (FADOQ) also offers physical activities for seniors throughout the province at minimal cost (see p. 10).

FADOQ
1-800-828-3344
www.fadoq.ca
See p. 5 for your local office.

People are taking my savings and mistreating me because I can no longer stand up for myself. What should I do?

You must talk to a person you can trust, to a social worker from your CLSC, or to your doctor (see p. 10).

Info-Abus
1-888-489-2287 (ABUS)

Association québécoise de défense des personnes retraitées et préretraitées (AQDR)
www.aqdr.qc.ca
See p. 5 for your local office.

Commission des droits de la personne et des droits de la jeunesse (CDPDJ)
1-800-361-6477
www.cdpcdj.qc.ca



Over 40,000 people are accommodated annually in Québec's CHSLDs.



SENIOR REFERENCES

Association québécoise pour les droits des retraités (AQDR)

Alma
(418) 480-1122

Beauharnois
(450) 429-5380

Chicoutimi
(418) 543-8347

Drummondville
(819) 475-6909

Iberville
(450) 357-9545

Jonquière
(418) 548-6870

La Prairie
(450) 659-7514

Laval
(450) 978-0807

Lévis
(418) 835-9061

L'Islet-sur-Mer
(418) 598-6959

Magog
(819) 868-2342
1-877-868-2737

Mascouche
(450) 477-5935

Montréal
Hochelaga-
Maisonnette
(514) 598-9999

Montréal
Rivière-des-Prairies
(514) 643-0930

Montréal
Rosemont
(514) 376-7359

Montréal
Saint-Michel
(514) 374-7943

Montréal-Nord
(514) 329-2333

Québec
(418) 524-0437

Repentigny
(450) 581-0440

Rouyn-Noranda
(819) 797-5587

Roberval
(418) 275-2737

Saint-Gabriel-
de-Brandon
(450) 835-4707
ext. 3303

Saint-Hubert
(450) 656-9242

Saint-Tite
(418) 365-5599

Sainte-Genève-
de-Batiscan
(418) 362-2134

Shawinigan
(819) 539-8844

Saint-Félicien
(418) 679-0558

Sherbrooke
(819) 829-2981

Trois-Rivières
(819) 371-3195

Valleyfield
(450) 370-0204

Val-d'Or
(819) 824-4397

Fédération de l'âge d'or du Québec (FADOQ)

Alma
(418) 668-4795

Baie-Comeau
(418) 589-7870

Gaspé
(418) 368-4715

Hull
(819) 777-5774

Joliette
(450) 759-7422

Laval
(450) 686-2339

Lorrainville
(819) 625-2742

Mont-Tremblant
(819) 429-5858

Montréal
(514) 271-1411

Pohénégamook
(418) 893-2111

Saint-Hyacinthe
(450) 774-8111
1-877-343-2367

Saint-Jean
(450) 347-0910

Sainte-Foy
(418) 650-3552

Sherbrooke
(819) 566-7748

Trois-Rivières
(819) 374-5774

Victoriaville
(819) 752-7876

Web resources

www.55ans.info.gouv.qc.ca

www.conseil-des-aines.qc.ca

www.55net.com

www.poivresel.qc.ca



Each healthcare provider in Québec has its own role to play in ensuring top quality healthcare. CLSCs are often the gateway to health and social services. The middle pages of this guide illustrate how to get the services you need as quickly as possible.



By 2005, all families will have access to a **family medicine group**, a veritable gateway to the healthcare system. In the course of the next year, **100 groups** will be set up.

Who Does What

Centre local de services communautaires (CLSC)

CLSCs are one of the main gateways to the health-care system. The services they offer include medical consultation, nursing care, pregnancy follow-up, homecare, and prevention. CLSCs also give vaccinations and HIV and STD tests, and provide young people with sex information.

CLSC Info-Santé Helpline

You can call the CLSC Info-Santé Helpline 24 hours a day, 7 days a week. Their nurses give advice and information on health problems and social services, and can refer you to the right people or organizations.

Birthing Centers

Birthing centers are associated with CLSCs. These are homey facilities where women give birth assisted by an experienced midwife. During pregnancy, the expectant mother and her family can also take advantage of other CLSC services.

Medical Clinics

Medical clinics are private clinics that offer services such as consultations with a general practitioner, vaccinations, and pregnancy care. Some specialize in one field, such as family medicine. They sometimes do minor surgeries that do not call for general anesthesia.

Hospitals

Hospitals offer diagnostic services and general and specialized medical care to those with physical or mental health problems.

Hospital Outpatient Clinics

Hospital outpatient clinics take patients referred by their doctors and sometimes specialize in a particular field. For instance, some take mammograms or perform follow-ups for day surgery. Some are also walk-in clinics.

Emergency Rooms

Emergency rooms are units within a hospital that offer services to patients whose lives are in danger, or whose injury or illness is serious or alarming enough to call for immediate medical or surgical attention.

Long Term Care Residential Facilities (CHSLD)

CHSLDs provide daily care for persons with a serious loss of autonomy, whether the loss is temporary or permanent and regardless of their age. You must be referred by your CLSC to be admitted to a CHSLD.

Rehabilitation Centers

Rehabilitation centers provide adaptation, rehabilitation, and social reinsertion services after a serious accident, operation, or the like. Most people are referred by their doctors.



Sixty percent of surgeries are now day surgeries. To help those temporarily unable to care for themselves, a number of services have been put in place to provide follow-up in the home.

Community Organizations

Community organizations are nonprofit organizations whose mission is to provide assistance in a specific area. For example, some provide homecare; others help parents out or help fight drug abuse.

Régie régionale de la santé et des services sociaux (RRSSS)

The local RRSSS plans and organizes services in the area. It coordinates resources in partnership with CLSCs, hospitals, long term care residential facilities, and community organizations to ensure the public gets the best possible health and social services.

Family Medicine Group (FMGs)

FMGs will work in close cooperation with CLSCs and other healthcare providers to offer services ranging from regular checkups and diagnosis to ongoing care, follow-up, treatment of acute and chronic health problems, and illness prevention. Their services will be available 24 hours a day, 7 days a week.

Homecare Services

I'm no longer able to do housework, run errands, or prepare meals. Where can I get help?

If you are an elderly person experiencing a loss of autonomy or if you are recovering from an illness or operation, regardless of your age, call your CLSC (see p. 10). CLSCs offer a variety of services for people who need help around the house. These services are usually provided by community organizations or social economy enterprises, but there may be a charge for them.

Your CLSC, see p. 10.

Can I get financial assistance for homecare services?

Yes, if you are over 65, or if you are between 18 and 64 but not physically able to perform housework. Contact your CLSC and they will assess your case (see p. 10).

If you are 70 or over, tax credits are available for homecare services. Inquire with the Ministère du Revenu.

Ministère du Revenu
1-800-267-6299
www.revenu.gouv.qc.ca

Régie de l'assurance maladie du Québec (RAMQ)
1-800-561-9749
www.ramq.gouv.qc.ca

Communication-Québec
1-800-363-1363

Can I get homecare services?

Yes, if your health condition warrants special care. CLSCs have nurses who can go to your home to help you. Call your CLSC to find out if you are eligible (see p. 10).

I feel I am a burden on my family. Who can help out from time to time?

Your CLSC can direct you to organizations and associations that can give your family a breather and provide you with the care you need (see p. 10).



Funds devoted to residential care services have doubled since 1990 to more than **\$555 million**.



How to get healthcare services

I want to discuss my problem

CLSC or a medical clinic

I have a **non-urgent** health problem such as

- a cold, headache, or fever
- an irritated throat and a cough
- digestive problems, pain, etc.

If in doubt
Info-Santé Helpline

I have an **urgent** but **minor** health problem such as

- an ankle sprain
- a hand cut stabilized with a bandage
- an asthma attack, etc.

Info-Santé Helpline

I have an **urgent** and **major** health problem (affecting vital functions) such as

- a violent allergic reaction with difficulty breathing
- a friend or relative who is unconscious after having chest pains, etc.

9-1-1

Hospital emergency room

I have returned home after a hospitalization or I have been treated for a health problem

Medical clinic, hospital or CLSC

CLSC

Services

Appointment with a general practitioner

Identification of problem by a nurse

Practical advice

Referral to the best resource

- pharmacist
- physician or other healthcare professional

Identification of problem by a nurse

Practical advice

Referral to a general practitioner at the location appropriate to the time of day (CLSC, outpatient clinic, hospital, medical clinic, emergency room)

For immediate assistance

Referral to Emergency Services or an ambulance

Identification, diagnosis, and treatment of the problem

Follow-up with physician

Residential care

Community support by a support group

How do I find a general practitioner?

- Through your CLSC (call first for an appointment)
- Through a medical clinic
- Through a hospital outpatient clinic or a polyclinic

CAPITALE-NATIONALE, CHA

The main resources listed here can refer you to others, if necessary.

Regional resources

Capitale-Nationale

CLSC and Info-Santé Helplines

Centre de santé Orléans
(CLSC, CH, CHSLD)
Beaupré et Beauport
(418) 663-2572
Île-d'Orléans
(418) 828-2241
Info-Santé Helpline
(418) 648-2626

CLSC Charlevoix
La Malbaie (Charlevoix-Est)
(418) 665-6413
Info-Santé Helpline
1-800-718-4636

CLSC – CHSLD
Basse-Ville-Limoilou-Vanier
Québec
(418) 529-2572
Info-Santé Helpline
(418) 648-2626

CLSC – CHSLD La Source
Charlesbourg
(418) 628-2572
Info-Santé Helpline
(418) 648-2626

CLSC Sainte-Foy-
Sillery-Laurentien
Sainte-Foy
(418) 651-2572
Info-Santé Helpline
(418) 648-2626

Centre de santé
Haute Saint-Charles
(CLSC, CH, CHSLD)
Val-Bélair
(418) 843-2572
Valcartier
(418) 843-3001
Info-Santé Helpline
(418) 648-2626

Centre de santé de Portneuf
(CLSC, CH, CHSLD)
Donnacona
(418) 285-2626
Info-Santé Helpline
1-800-718-4636

Hospitals (CH)

Centre de santé Orléans
(CLSC, CH, CHSLD)
Beaupré
(418) 663-2572

Centre de santé Chauveau
(CLSC, CH, CHSLD)
Loretteville
(418) 842-3651

Centre de santé de Portneuf
(CLSC, CH, CHSLD)
Donnacona
(418) 285-2626

Centre hospitalier
affilié universitaire
de Québec (CH, CHSLD)
Québec
(418) 649-0252

Centre hospitalier de Charlevoix
(CH, CHSLD, CR)
Baie-Saint-Paul
(418) 435-5150

Centre hospitalier
Robert-Giffard
(CH, CHSLD)
Beauport
(418) 663-5321

Centre hospitalier Saint-Joseph
de La Malbaie (CH, CHSLD)
La Malbaie
(418) 665-1700

Centre hospitalier universitaire
de Québec (CH, CHSLD)
Québec
(418) 525-4444

Hôpital Laval (CH, CHSLD)
Sainte-Foy
(418) 656-8711

Hôpital Jeffery Hale
(CH, CHSLD)
Québec
(418) 683-4471

La Maison Michel-Sarrazin (CH)
Sillery
(418) 688-0878

Specialized Transportation

MRC de Charlevoix-Est
(418) 439-4725

MRC de l'Île-d'Orléans
(418) 821-9821

TAMQ Québec et la région
(418) 687-2641

Ville de Saint-Basile
(418) 329-3152

Paroisse de Saint-Hilarion
(418) 435-5488

Kino-Québec (Viactive)

Beauport
(418) 666-7000 ext. 276

Chaudière-Appalaches

CLSC and Info-Santé Helplines

CLSC Beauce-Centre
Saint-Joseph-de-Beauce
(418) 397-5722
Info-Santé Helpline
(418) 774-5080
(418) 397-5080

CLSC Frontenac
Thetford Mines
(418) 338-3511
Info-Santé Helpline
(418) 338-5080
1-800-861-5080

CLSC Beauce-Sartigan
La Guadeloupe
(418) 459-3441
Info-Santé Helpline
(418) 228-5080

CLSC – CHSLD
de la MRC Desjardins
Lévis
(418) 835-3400
Info-Santé Helpline
(418) 838-5080

Centre de santé Paul-Gilbert
(CLSC, CH, CHSLD, CR)
Charny
(418) 380-8993
Info-Santé Helpline
(418) 834-5080

CLSC – CHSLD
de la MRC de Bellechasse
Saint-Lazare-de-Bellechasse
(418) 883-2227
Info-Santé Helpline
(418) 883-5080
1-888-560-5080

CLSC – CHSLD
de la MRC de L'Islet
Saint-Pamphile
(418) 356-3393
Info-Santé Helpline
(418) 356-3399
(418) 598-3399

CLSC – CHSLD de la MRC
de la Nouvelle-Beauce
Sainte-Marie
(418) 387-8181
Info-Santé Helpline
(418) 387-5080

CLSC – CHSLD de Lotbinière
Laurier-Station
(418) 728-3435
Info-Santé Helpline
(418) 728-5080
1-888-600-5080

CLSC – CHSLD
de la MRC des Etchemins
Lac-Etchemin
(418) 625-3101
Info-Santé Helpline
(418) 625-5080
(418) 594-5080

CLSC – CHSLD
de la MRC de Montmagny
Saint-Fabien-de-Panet
(418) 249-2572
Info-Santé Helpline
(418) 248-5080

CHAUDIÈRE-APPALACHES

Find the Info-Santé number for your locality using your postal code: www.msss.gouv.qc.ca/infosanteclsc

Hospitals (CH)

Centre de santé Paul-Gilbert
(CLSC, CH, CHSLD, CR)
Charny
(418) 380-8993

Centre hospitalier
Beauce-Etchemin (CH)
Saint-Georges
(418) 228-2031

Centre hospitalier
de la région de l'Amiante
(CH, CHSLD)
Thetford Mines
(418) 338-7777

Hôtel-Dieu de Lévis (CH, CHSLD)
Lévis
(418) 835-7121

Hôtel-Dieu de Montmagny
(CH, CHSLD)
Montmagny
(418) 248-0630

Specialized Transportation

MRC de Bellechasse
(418) 883-4218

MRC de Nouvelle-Beauce
(418) 397-4232

CITRSQ de Lévis et la région
(418) 837-9552

Ville de Montmagny
(418) 248-7444

Municipalité de Lévis
(418) 837-9552

Municipalité de L'Islet-Nord
(418) 598-9375

Ville de L'Islet-Sud
(418) 728-3884

Village de Sainte-Croix
(418) 728-3884

Ville de Saint-Georges
(418) 227-4147

Ville de Lévis
Secteur Chaudière-Ouest
(418) 837-7273

Ville de Thetford Mines
(418) 338-6599

Kino-Québec (Viactive)

Montmagny
(418) 248-6122

Birthing Center

Maison de naissance Mimosa
(Centre de santé
Paul-Gilbert)
Saint-Romuald
(418) 839-0205



Note down the numbers for your
CLSC and Info-Santé Helpline,
and keep them close to your phone.

CLSC _____

Info-Santé
Helpline _____

Most community organizations and other services focus on prevention. Adopting healthy lifestyle habits helps you prevent certain health problems and improve your quality of life.

Where to Find Help

Finding a family doctor

Ask your CLSC or a medical clinic near you whether they can suggest a doctor. If not, always ask for the same doctor

when you make an appointment with a private clinic or your CLSC (see p. 10).

Renewing a prescription

Don't go to the emergency room! Call your doctor or CLSC. A fee will be charged if you see a doctor just to renew your prescription (see p. 10).

Consulting or forwarding your medical file

Contact your healthcare facility. You can go there to consult your file on site or get a copy. Contact your previous healthcare facility to have it forwarded.

Advising the Régie de l'assurance maladie (RAMQ) and the drug insurance plan of a change of address

You have to advise the RAMQ by phone of a change of address. The RAMQ will take care of changing your address with the drug insurance plan.

Replacing your health insurance card

Call the RAMQ. They will send you an application for a new card.

RAMQ
1-800-561-9749
www.ramq.gouv.qc.ca

For a workplace injury

Commission de la santé et de la sécurité du travail (CSST)
www.csst.qc.ca

For a car accident

Société de l'assurance automobile du Québec
www.saaq.gouv.qc.ca



In 2001–2002, **3,954 community organizations** received financial support from the Ministère de la Santé et des Services sociaux through RRSSS grants totaling **\$256 million.**



Eating well, exercising regularly, and avoiding harmful substances such as tobacco are the foundation of a healthy life.

For information on the main chronic health conditions

Arthritis and rheumatism

The Arthritis Society is dedicated to promoting and funding research into arthritis, and offers services to people of all ages afflicted with the disease.

1-800-321-1433
www.arthrite.ca/quebec

Heart disease and high blood pressure

The Heart and Stroke Foundation promotes prevention and a healthy lifestyle in an effort to reduce heart disease-related disability and mortality.

1-800-567-8563
www.fmcoeur.qc.ca

Quebec Foundation for Children with Heart Disease
1-800-332-6387
Monday to Friday
www.fondationencoeur.com

Respiratory disease, asthma, bronchitis, and emphysema

The role of the Association pulmonaire du Québec is to promote respiratory health and prevent lung disease.

1-800-295-8111
www.pq.lung.ca

Diabetes

The Association Diabète Québec works to raise awareness of this disease and promote a healthy lifestyle. You can also take a glycemia test in certain pharmacies.

1-800-361-3504
www.diabete.qc.ca

Mental illness

The Quebec Mental Illness Foundation educates people about mental illness, funds research, and improves the well-being of those living with mental illness.

www.fqmm.qc.ca

The Association québécoise de la schizophrénie helps overcome the distress caused by this disease and restore hope by lending an attentive ear and sharing knowledge and experiences.

www.schizophrenie.qc.ca

For addiction, violence, and distress

THESE CALLS ARE TREATED CONFIDENTIALLY.

Alcoholism or drug treatment

Help and referrals
1-800-265-2626
www.info-reference.qc.ca

Narcotics Anonymous
1-800-879-0333
www.naquebec.org

Fondation Jean-Lapointe
www.fondjeanlapointe.com

Compulsive gambling

Gambling: help and referral
1-800-461-0140
www.info-reference.qc.ca

Fondation Mise sur toi (Loto-Québec)
1-866-767-5389 (SOS-JEUX)

Domestic violence

S.O.S. Violence conjugale
1-800-363-9010

Association des centres jeunesse du Québec
www.acjq.qc.ca

Suicide helplines

Centre de prévention du suicide du Québec
1-866-277-3553

Tel-jeunes (youth)
1-800-263-2266

Smoking

Ligne Poumon 9
1-888-768-6669
www.pq.lung.ca



Where to Find Help

For information on other health conditions

Anxiety over sexual orientation

Gay Line
1-888-505-1010
www.gai-ecoute.qc.ca

Each of the resources under this heading also provides access to other resources and groups that can help you. Take advantage of their toll free numbers.

Cancer

The role of the Fondation québécoise du cancer is to improve quality of life for those living with this disease.

1-877-336-4443
www.fqc.qc.ca

Info-Cancer Helpline
Monday to Friday
1-800-363-0063

Cystic fibrosis

The Association québécoise de la fibrose kystique raises funds for research and the development of a service network for those who are afflicted and their families.

www.aqfk.qc.ca

HIV - AIDS

This is a confidential information network on treatment for people living with HIV, their loved ones, and health-care professionals.

CATIE
1-800-263-1638

Weight problems

Ordre professionnel des diététistes du Québec
1-888-393-8528
www.opdq.org

General References

Government resources

Communication-Québec
1-800-363-1363
Service for deaf, mute, or hearing-impaired persons
1-800-361-9596
www.gouv.qc.ca

Ministère de la Santé et des Services sociaux
1-800-707-3380
www.msss.gouv.qc.ca

Info-Santé numbers in your area, by postal code
www.msss.gouv.qc.ca/infosanteclsc

Careers in the health profession
www.avenirensante.com

Régie de l'assurance maladie du Québec
1-800-561-9749
www.ramq.gouv.qc.ca

Ministère de la Famille et de l'Enfance
1-800-363-0310
www.mfe.gouv.qc.ca

The Public Curator
1-800-363-9020
www.curateur.gouv.qc.ca

Commission de la santé et de la sécurité du travail
www.csst.qc.ca

Société de l'assurance automobile du Québec
1-800-361-7620
www.saaq.qc.ca

Ministère des Transports
www.mtq.gouv.qc.ca

Office des personnes handicapées du Québec
1-888-873-3905
www.ophq.gouv.qc.ca

Québec Poison Control Center
1-800-463-5060
www.inspq.qc.ca

Help resources

Tel-Jeunes
Youth helpline
24 h/7 days service
1-800-263-2266
www.teljeunes.com

Éduc'alcool
1-888-252-6651
www.educalcool.qc.ca

Parents Helpline
1-800-361-5085
www.teljeunes.com/principal/parents.asp

Kino-Québec
www.kino-quebec.qc.ca

Réseau québécois d'action pour la santé des femmes
www.rqasf.qc.ca

La Leche League
1-866-255-2483
www.allaitement.ca

Web resources

Service et vie
www.servicevie.com

Aujourd'hui la santé
www.sante.qc.ca

La Toile de la santé du Québec
www.sante-net.net

In 2000–2001, medical staff conducted nearly 41 million checkups and consultations, made over 25 million X-rays and diagnoses, performed 4.5 million surgeries, and dispensed almost 4 million psychiatric treatments, for an average of one medical visit a month per person.

Services Covered

Who can get a free flu shot?

Anyone 60 or older and people of any age with a chronic illness as well as their families. To find out if this applies to you and get vaccinated, make an appointment with your doctor or CLSC (see p. 10).

If I go to a medical clinic, do I have to pay for treatment?

Some clinics can charge you for services that aren't covered by the RAMQ, such as issuing a health certificate.

Do I have to pay for an ambulance?

Yes, you must pay for ambulance transportation, with some exceptions.

For example:

- Transportation from one hospital to another
- Victims of a car accident or a workplace accident
- People over age 65 when warranted by their health condition

RAMQ
1-800-561-9749
www.ramq.gouv.qc.ca

Because of my handicap, I have to take a taxi to see my doctor. Can I be reimbursed?

Yes, if the treatment is related to your handicap. Check with your CLSC or with the paratransit system provided by the Ministère des Transports to find out if you are entitled to this service (see p. 10).

Office des personnes handicapées
www.ophq.gouv.qc.ca

Do you have to have prescription drug insurance?

Yes. If you are insured privately or through your employer, you must include your spouse on your policy (married or common law) if they have no coverage of their own. Children under 18 and those aged 18 to 25 who are still full-time students must be included on one of their parents' policies.

Otherwise, you and your family members must register for the RAMQ's public drug insurance plan.

Are all drugs covered?

No. To be covered by public prescription drug insurance, a drug must be prescribed by a doctor, be purchased in Québec, and be on the Ministère de la Santé et des Services sociaux prescription drug list.

RAMQ
1-800-561-9749
www.ramq.gouv.qc.ca

Complaints

How do I file a complaint?

All public healthcare facilities have an ombudsman. Contact this person to file your complaint. He or she has 45 days to respond. If you aren't satisfied with the response, take your complaint to the Protecteur des usagers at the Ministère de la Santé et des Services sociaux.

Protecteur des usagers
1-877-658-2625
www.protecteurdesusagers.gouv.qc.ca

For a complaint against a doctor in a medical clinic, contact the Collège des médecins.

Collège des médecins
www.cmq.org/i-enq.htm



At your service! Health

Government contribution to healthcare and social services 40% of Québec's total budget

(in 2002-2003)

Cientele Statistics

Nearly **6 million** people or almost **80%** of the population receive medical treatment

3.2 million people are covered under the Québec government's prescription drug plan

Over **735,000** are admitted to hospital

Over **465,000 surgeries** are performed, **60%** of them day surgeries

Over **260,000 people** receive **homecare services**, 170,000 of whom are elderly

Public System

CLSCs: **147**

Hospitals: **118**

Youth and Child Protection Centers: **20**

Rehabilitation Centers: **91**

CHSLDs: **317**

Intermediate Resources

Medical clinics: **800**

Pharmacies: **1,600**

Private, licensed CHSLDs: **129**

Shelters: **3,700**

Community organizations: **3,900**

Health and Social Services Budget

In 2001-2002: **\$16.7 billion**

In 2002-2003: **\$17.5 billion**

Estimated spending by program for 2001-2002 (in dollars)

Physical Health (hospital services)	5.3 billion
The Elderly	2.8 billion
Mental Health	1 billion
Youth and Family	919 million
Mental Disability	620 million
Physical Disability	514 million
Public Health	265 million
Alcoholism and Drug Addiction	72 million
Women and Spouses in Difficulty	45 million
Régie de l'assurance maladie du Québec spending for 2001-2002 (in dollars)	
Remuneration of Doctors	2.8 billion
Drug and Pharmaceutical Services	1.7 billion
Technical Aids (prosthetics, etc.)	91 million
Hospital Services Outside Québec	88 million
Dental Services	80 million
Homecare Services	37 million
Optometry Services	36 million

Source: Ministère de la Santé et des Services sociaux and Régie de l'assurance maladie du Québec.

**Aussi disponible en
version française
Also available in Braille
1-800-363-1363**

