

Health Care Coverage in Quebec

The residents of our province are covered by the Régie de l'assurance maladie du Québec (RAMQ). All civilians are entitled to **free health care**.

Régime d'assurance maladie du Québec (RAMQ)

From Quebec

You must inform the RAMQ when you move, whether in Quebec or outside of the province. Your address and that of your children, if applicable, must be kept up to date when you are covered by the Quebec health insurance plan. You can do this by visiting:

 [Service québécois de changement d'adresse \(SOCA\)](#)

From another province

All the military personnel coming from another province are required to register their dependents with the RAMQ. It should be noted that military families can subscribe to health insurance as soon as they are settled **in Quebec**.

In fact, when a member of the Canadian Forces is posted to Quebec from another province or a Canadian territory, his dependents (spouse and children) with a status allowing them to settle, are exempt from the usual 3-month waiting period.

Military families are encouraged to identify themselves as such at the time of registration.

To receive health care covered by the RAMQ free of charge, you must present your valid health insurance card each time you need services. To register with the Régie de l'assurance maladie du Québec, please call:

 1 800 561-9749

Following this call, the Régie will send you your registration form by mail. You will be asked to confirm the information and return it to a CLSC in the region with the following documents:



1. **The original of one of the following pieces of identification according to your situation:**
 - Valid Canadian passport
 - Birth certificate
 - Canadian citizenship certificate
 - Permanent Resident card or any other document issued by Canadian Immigration authorities attesting to your permanent resident status in Canada.
2. **The original document confirming the posting**, such as (posting message), or a document confirming the release date.
3. **A photo:** Anyone 14 years and over must have a health insurance card with photo. You can have your picture taken in drugstores. Plan an amount of \$10 to \$15 per passport-size photo capture.

Please note that if you are married and have chosen your spouse's last name, your health insurance card will still be issued in your last name, as it is written on your birth certificate.

The RAMQ will send you a letter mentioning the date from which you are covered. You must keep the letter until you receive your health insurance card.

The waiting period to obtain your card varies from 30 to 45 days after sending your registration form.

Should you have to go to a Health and Social Services Centre before receiving your card, your letter would not grant you free access to the service. However, there are two possibilities to avoid fees:

1. If you are arriving from another Canadian province, medical services could be covered by the health insurance from your previous province of residence.
2. Some doctors will not accept an out-of-province health insurance card for in-clinic treatment. You will therefore receive an invoice that you will not have to pay, but you will still have to make a payment request to the RAMQ in order for them to pay these fees.

To do this, you must send them a copy of this invoice and your letter confirming your membership in the plan.

Finding a Family Doctor

The current health care situation in Quebec makes it difficult for everyone to find a family doctor and have quick access to the necessary specialists.

To have access to a family doctor in Quebec, you must register on the Guichet d'accès à un docteur de famille (GAMF—Family Doctor Access Centre). All residents looking for a doctor are then grouped together in the same database per region. Each registration is assessed and prioritized according to the vulnerability criteria established by the RAMQ. The priority given to your request depends on your medical condition and the availability of medical staff, not on the date your registration was received.

To accelerate your search for a family doctor, register with the Guichet d'accès à un médecin de famille (GAMF) online as soon as you receive your health insurance card:

Registering with a Family Doctor

If you already have a family doctor in Quebec but in another region, you must call the Guichet d'accès pour la clientèle orpheline (GACO) and make a request for another doctor in Saguenay. You will keep your current family doctor until you find a new one:

 1 844 867-5332

Please be informed that there is a waiting period for the assignment of a family doctor and that no doctor appointment will be made as a result of your registration with the GAMF or the GACO. Therefore, the use of walk-in clinics is a good option while waiting for your match with a doctor.

To help you find a doctor, please call the MFRC. Our liaison and posting support officer will be able to assist you through our Op Accès santé program.

Pregnancy

Please call 418 541-1033. The women's health department will guide you through all the steps in obtaining pregnancy follow-up.

CONTACT US:

 418-677-7468

 info@crfmbagotville.com

 CRFM Bagotville MFRC

 1775, rue Lucien Lecompte,
P.O. Box 280, Bldg. 116,
Alouette (Québec)
GOV IAO



Walk-in clinics

Most families in Saguenay without a family doctor must go to one of the walk-in clinics, to the emergency room of one of the three hospitals in the region, or to one of the private medical clinics.

Hospital emergency room

Hôpital de La Baie

1000, rue Dr Desgagné
La Baie (Québec)
G7B 2Y6

☎ 418 544-3381

Hôpital de Chicoutimi

305, rue Saint-Vallier
Chicoutimi (Québec)
G7H 5H6

☎ 418 541-1000

Hôpital de Jonquière

2230, rue de l'Hôpital
Jonquière (Québec)
G7X 7X2

☎ 418 695-7700

- Open 24/7
- Allow for a waiting period.

Private medical clinics

Please note that you will be charged a file opening and consultation fee to access the services provided in these private clinics.

Opti-Soins

2655 boul. du Royaume, bureau 550,
Jonquière (Québec), G7S 5Z8

☎ 418 548-7525

Open Monday to Thursday, 8 a.m. to 5 p.m. and Friday, 8 a.m. To 4 p.m.

Global MD

875, chemin Sydenham, bureau 10,
Chicoutimi (Québec), G7H 0R1

☎ 418 973-6590

Open Mondays and Wednesdays from 8:30 a.m. to 5 p.m., Tuesdays and Thursdays from noon to 8 p.m., Fridays from 8:30 a.m. to 4 p.m. and Saturdays from 9 a.m. to noon (for minor emergencies only).

Cliniques sans rendez-vous

CLSC de Chicoutimi

411, rue de l'Hôtel-Dieu

Chicoutimi (Quebec), G7H 7Z5

 418 543-2221 (Option 6 puis, 9) poste 3711

- Open 8 a.m. to 4:30 p.m., Monday to Friday
- Arrive on site at 7:50 to see a nurse, who will make an appointment with a doctor in the afternoon, if necessary; call at 8 a.m. to register. A nurse will call you back for an assessment and a doctor's appointment will be scheduled as needed.
- Does not provide prescription renewals.

Québec Medical Appointment Scheduler

Whether you have a family doctor or not, you can use the Québec Medical Appointment Scheduler, a free government service allowing you to make an online appointment with a family doctor. The only eligibility requirement is to have a Quebec health insurance card.

To make an appointment, visit the following website:

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

Maple

This telemedicine service is available to military families. Registration is free using your CFOne card number. If you do not have a CFOne card, you can contact the Family Information Line at 1-800-866-4546 to obtain an access code for the service.

To register and obtain an online medical consultation with a Canadian doctor, visit the following website:

 <https://app.getmaple.ca/register>

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