

VALCARTIER FAMILY CENTRE



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.

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RÉGIE DE L'ASSURANCE MALADIE DU QUÉBEC (RAMQ)

RAMQ is a Quebec government agency under the Ministry of Health and Social Services. Its function within the public health and social services system is to maintain and improve the health of the population of Quebec by ensuring universal access to **free** health care (through various taxes). In addition, the **health insurance card** allows you access to public health 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>

Here is where you need to go to get your Health Insurance Card Application Form:

Quebec reception Desk
787, boulevard Lebourgneuf
Québec (Québec) G2J 1C3
418 646-4636

The Régie's reception desk is located in the offices of Services Québec and the Société de l'assurance automobile du Québec (SAAQ).

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 of the Canadian Armed Forces 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).

After you have completed your application for a health insurance card, you will receive your card within a few weeks. In the meantime, if you require health care, you can still go to a clinic or hospital and receive health care coverage. Just mention that you are waiting for your card and the staff will take the necessary steps to offer you the free care you need.



REGISTER WITH A FAMILY DOCTOR

To facilitate access to a family physician, there is a centralized waiting list: the Guichet d'accès à un médecin de famille. Simply complete a form and send it either by mail or submit it directly online. 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. Therefore, we advise you to enter «Military Family» or «Veteran» in the Comments section of the electronic form, and to identify all special needs and particularity of your family as appropriate which could help speed up the processing of your application.

To fill in the electronic form:

<http://sante.gouv.qc.ca/en/programmes-et-mesures-daide/inscription-aupres-d-un-medecin-de-famille/>
418 781-1440

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:

<http://sante.gouv.qc.ca/en/repertoire-ressources/consultations-medicales-sans-rendez-vous/>
<http://www.indexsante.ca/> (French only)
<https://www.bonjour-sante.ca/apps/LandingPage/#/landing>

(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

You need to go to the emergency room? See the Urgences section of the Index santé website for an overview of the wait times in the various emergency rooms in the area (French only).

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

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/> (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.

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/en/>

Centre de prévention du suicide de Québec / Suicide Prevention Centre

1 866 APPELLE (277-3553)

<http://www.cpsquebec.ca/> (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.centrejeunessedequébec.qc.ca/>

(French only)

Centre antipoison / Poison control centre

1 800 463-5060

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



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/> (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/> (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/
(French only)

Ordre des optométristes du Québec / Quebec Optometrists Association

1 888 499-0524

<https://www.ooq.org> (French only)

Association des médecins psychiatres du Québec / Quebec Psychiatrists Association

514 350-5128

www.ampq.org/ (French only)

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

1 888 232-9123

www.ooaq.qc.ca (French only)

Association des pédiatres du Québec / Quebec Pediatricians Association

514 350-5127

www.pediatres.ca/ (French only)

Ordre des psychoéducateurs et psychoéducatrices du Québec / Quebec Psychoeducators Association

1 877 913-6601

www.ordrepsed.qc.ca/ (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

You can consult the Ministère's website or the Health and Wellness Portal for information about the Québec health system.

<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/> (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/> (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.ciuuss-capitalesnationale.gouv.qc.ca/propos-de-nous/portrait-du-ciuuss-de-la-capitale-nationale> (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'Espinay
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> (French only)

CLINICS OFFERING PREGNANCY FOLLOW-UP

We suggest you check with clinics in your area. 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.

Centre d'obstétrique et de gynécologie de la Cité

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

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.rrq.gouv.qc.ca/en/programmes/soutien_enfants/paiement/Pages/paiement.aspx

Canada child benefit (federal allowances):

<http://www.cra-arc.gc.ca/bnfts/ccb/menu-eng.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



NEED TO CONSULT FAST?

We encourage you to check the possibilities with the clinic of your area. You can visit the following website to search for a clinic by postcode:

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

Network-clinic *La Cité Médicale*

Clinic offering a walk-in service for people with or without a family physician for the entire Québec City region.

www.lacitemedicale.com (French only)

Sainte-Foy

2600, boulevard Laurier, office 295

Québec (Québec) G1V 4T3

418 781-0480

Charlesbourg

8500, boulevard Henri-Bourassa, office 250,

Door #3

Québec (Québec) G1G 5X1

418 781-1414

** We recommend that you call or check the clinic website to learn more about their functioning and hours of operation.*

PRIVATE MEDICAL CARE

The following clinics offer private medical care (paid services):

Cliniques médicales Lacroix

418 871-1911

<https://cliniquesmedicaleslacroix.com/>

(French only)

La Cité Médicale

See above for contact information.

EMERGENCY ROOMS

Hôpital Chauveau

11 999, rue de l'Hôpital

Québec (Québec) G2A 2T7

418 842-3651

** Monday to Sunday from 8 am to 10 pm*

** ER closest to the Valcartier Military Base*

Centre hospitalier de

l'Université Laval (CHUL)

2705, boulevard Laurier

Québec (Québec) G1V 4G2

418 525-4444

** Specialised in paediatrics*

Hôpital Saint-François d'Assise

10, rue de l'Espinay

Québec (Québec) G1L 3L5

418 525-4444

Hôtel-Dieu de Québec

11, côte du Palais

Québec (Québec) G1R 2J6

418 525-4444

Hôpital de l'Enfant-Jésus

1401, 18e Rue

Québec (Québec) G1J 1Z4

418 649-0252

Hôpital du Saint-Sacrement

1050, chemin Sainte-Foy

Québec (Québec) G1S 4L8

418 682-7511

Hôpital régional de Portneuf

700, rue Saint-Cyrille

Saint-Raymond (Québec)

G3L 1W1

418 337-4611

Jeffery Hale - Saint Brigid's

1250, chemin Sainte-Foy

Québec (Québec) G1S 2M6

418 684-5333

** Bilingual Health Care*

Institut universitaire de cardiologie et de pneumologie de Québec

2725, chemin Sainte-Foy

Québec (Québec) G1V 4G5

418 656-4564

Hôtel-Dieu de Lévis

143, rue Wolfe

Lévis (Québec) G6V 3Z1

418 835-7121

Some hospitals specialize in specific health areas. Find out more via the following website:

<http://www.indexsante.ca/hopitaux/capitale-nationale/>
(French only)