



An Overview of Health & Social Services in Quebec

Quebec residents have access to a publicly-funded health care system run by the government.

Centres de santé et de services sociaux (CSSS) include the local community service centres (CLSCs), the long-term care facilities (CHSLDs) and hospitals under one administrative umbrella. There are five (5) CSSSs in the Outaouais: Gatineau, Pontiac, des Collines, Vallée-de-la-Gatineau and Papineau. For more information you can consult our website at www.ohssn.org/OHSSN_MapTerritories.html.

The mission of a CLSC is to offer health and social services both curative and preventive. It offers a whole spectrum of services such as: medical consults, nursing care, dietician consults, homecare services for increasingly-dependent persons, HIV-AIDS and STI's detection, vaccinations and blood tests, a peri-natal program, mental health and drug rehabilitation consults, etc. In most cases, the CLSC in your neighbourhood is the main point of contact to access first line services.

Your Quebec Health Card

Your Quebec Health Insurance Card allows you to benefit from various healthcare services without paying. All you need to do is present your card at the doctor's office, hospital and local community service centre (CLSC). As an insured person, you are entitled to the following free-of-charge:

- Covered medical care;
- Basic hospital services;
- Dental services for children under age 10;
- Optometric services for persons under age 18 and age 65 and over; and
- If you do not have access to a private prescription drug insurance plan, you may also receive basic protection for prescription drugs

Prescription Drug Plan

In Quebec, everybody must have a drug insurance policy. This can be provided by the Quebec Health Insurance Plan (**RAMQ**) or by a private plan (linked to your employment). If you are admissible to a private insurance plan, you must opt out of the RAMQ plan by calling **(514) 864-3411** or visit their website at <http://www.ramq.gouv.qc.ca/en/>. This is obligatory and solely your responsibility.

To Consult & Register for a Family Physician

Quebec is presently experiencing a shortage of doctors, so it is often difficult to consult a physician in a CLSC or to secure a family doctor. To receive services, you can go to a walk-in clinic (you can consult a directory at <http://www.ohssn-news.org/medical-clinics.html>). It's recommended that you call ahead of time to know their opening hours. It's also best to return to the same clinic, as they will be better acquainted with your medical history.

To register for a family physician you need to contact the CSSS in your area. Please consult the list below.

Persons aged 14 or older must complete the registration. Since the wait is long, registration should be done immediately upon arrival in Quebec. Priority is given to people with the most severe health problems.

CSSS de Gatineau (Gatineau, Hull, Aylmer) 819-966-6550 Ext. 3010

CSSS des Collines (Chelsea, Cantley, LaPêche, Val-des-Monts) 819-459-1112 Ext. 2521

CSSS du Pontiac (Luskville, Quyon, Shawville, Fort-Coulonge) 819-689-5080

CSSS Vallée-de-la-Gatineau (Denholm, Low, Gracefield, Kazabazua, Maniwaki) 819-449-2513

CSSS de Papineau (L'Ange-Gardien, Bowman, Poltimore, Buckingham, Val-des-Bois) 819-961-8016

In Quebec, in order to consult a specialist (dermatologist, gynaecologist, urologist, orthopaedic, ophthalmologist, etc.), you must be referred by a family physician.

Info-Santé



Info-santé is a free service available 24 hours-a-day 7 days-a-week to answer any questions regarding your health or that of a family member. By calling **8-1-1**, you can consult a nurse who will evaluate the situation and give you advice and / or direct you to the proper agency (such as a medical clinic or hospital emergency ward).

The Hospital Emergency Ward

Waiting time in an emergency ward can be very long. Unless you are suffering from a serious health problem, it is best to consult a doctor in a walk-in clinic or phone Info-santé (8-1-1) before going to a hospital. In case of heart attack, loss of consciousness, road accident, head or spine trauma, etc., call for an ambulance immediately at **9-1-1**.

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