



HEALTH CARE IN QUEBEC

The residents of Quebec 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 (SQCA)

From another province

It is mandatory for all military family members from other provinces to register with RAMQ.

Please note that military families can subscribe to health insurance **as soon as they are settled in Quebec.**

When a member of the Canadian Forces is posted to Quebec from another province or territory, their family members with a status allowing them to settle are exempt from the three-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. Follow the steps listed on the following link to register with the Régie de l'assurance maladie du Québec:



<https://www.ramq.gouv.qc.ca/en/citizens/health-insurance/register>

Select the information that applies to your situation. If both parents are in the military, they can use the RAMQ number of any person in their support network to validate the request for their children.

For any questions, please contact the RAMQ directly by phone:

 **1-800-561-9749**

Prepare the following documents to mail them or drop them off at your local CLSC as soon as you receive your acceptance letter:

1. The original of one of the following pieces of identification according to your situation:

- Valid Canadian passport
- Birth certificate
- Certificate of Canadian citizenship
- 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 relocation**, e.g., the posting message, **or a document confirming your release date.**
3. **A photo:** everyone aged 14 and over must have a photo ID health insurance card. You can have your picture taken in pharmacies. Expect to pay \$15 to \$20 per passport-size photo. (Optional for the initial card issuance.)

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

The RAMQ will send you a letter indicating the date your coverage begins. You must save this letter until you receive your health insurance card.

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

If you need to visit a health and social services centre before receiving your card, the services will not be free of charge with your letter. However, you have two options to avoid costs:

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 receive an invoice that you will not have to pay.

However, you will have to submit a payment request to the RAMQ by sending them a copy of this invoice and of your letter confirming your enrolment in the plan for them to pay these fees.



Finding a Family Doctor

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

It is recommended that you register with the *Guichet d'accès à un médecin de famille* (GAMF– Quebec Family Doctor Finder) to find a family doctor in Quebec. All individuals looking for a doctor are then grouped in the same database by 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 personnel, not on the date your registration was received.

Register on the *Guichet d'accès à un médecin de famille* (GAMF) as soon as you receive your health card to accelerate your search for a family doctor in Quebec.



Québec Family Doctor Finder

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

 **1-844-867-5332**

MEDICAL CONSULTATION

Families in Saguenay without a family doctor often resort to seeking medical attention at the emergency room of one of the three hospitals in the region, at private clinics, at walk-in clinics, or through online medical services.

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
- Expect a wait time
- You can check occupancy rates and waiting times here:



<https://www.indexsante.ca/urgences/#Saguenay-Lac-Saint-Jean>

Info-Santé 811

This free, confidential telephone consultation service is available 24 hours a day, 365 days a year. Here are the three options for different needs.

Option 1: Info-Santé for health advice

Health assessments are performed by nurses who recommend care at home or services to better meet the person's needs. Calls for children aged 0-17 years can be answered faster through the priority line, resulting in an appointment with a doctor.

Option 2: Info-Social for psychosocial advice

A psychosocial intervention professional offers advice for a psychosocial or mental health problem.

Option 3: First-Line Access Counter (GAP by phone)

TO MAKE AN APPOINTMENT

This line is **exclusively for people without a family doctor**. A nurse can refer you to the appropriate health care professional (pharmacist, nurse, doctor, etc.) according to your needs and will book an appointment if necessary. You can follow the same procedure online:

 <https://gap.soinsvirtuels.gouv.qc.ca/en>

Primary Care Access Point (GAP digital)

TO BOOK AN APPOINTMENT

This online service, available 24 hours a day, helps you reach the appropriate service based on your needs.

If you **don't have a Quebec health insurance card (RAMQ)**, you can still receive service for a fee.

Three services are offered:

1. Health needs assessment – An online health questionnaire will lead to a call from a nurse who will recommend care or refer you to a health professional and book an appointment if necessary.
2. Online appointment booking for vaccinations, samplings, and more.
3. Information about health problems, before considering a consultation.

Santé Québec appointment

Whether you have a family doctor or not, you can use Rendez-vous santé Québec, 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://rvsq.gouv.qc.ca/accueil/index-en.html>

Walk-in clinics

Chicoutimi CLSC

80, rue Racine Est
Chicoutimi (Québec) G7H 1P6

 **418-543-2221** (Option 6, then, 9) extension 3711

- Open from 8 a.m. to 4:30 p.m., Monday to Friday
- Arrive on site at 8 a.m. to see a nurse who will give you an appointment with a doctor in the afternoon if necessary.

Clinique Médicale des Roitelets (GMF)

1955 rue des Roitelets #103

Chicoutimi QC G7H 0J1

 418-549-8466

Monday to Thursday 8:00 a.m. to 11:30 a.m.

Telemedicine

Maple

This telemedicine service is available to military families. Registration is free with your CF One card number. To register and obtain an online medical consultation with a Canadian doctor, visit the following website:

 <https://app.getmaple.ca/register?locale=en>

For further information:

 [Virtual medical assistance for military families](#)

This service is also offered to veterans and their family members. To register:

 <https://www.getmaple.ca/veteranfamily/#form>

 [For more information](#)

Private clinics

Please note that you will have to pay file opening and consultation fees to access services in these private clinics.

For more information, please see our:

 [List of private clinics in the area](#)

Other services

Pharmacy

Several pharmacies in the area can help you if you or a member of your family needs a consultation for vaccinations, a minor infection, a bandage, a medication adjustment for a chronic illness, and much more.

Contact us for details and for the pharmacies offering these types of services.

Aire Ouverte — Jonquière

Various services are offered and adapted to the reality of youths aged 12 to 25 years. The services are free and vary greatly. You can get help with anxiety, eating disorders, birth control, addictions, and even with job searching.

Open day and night, with or without appointment.

2433, rue St-Dominique
Jonquière, G7X 6L1

 **418-290-0733**

 <https://aireouverte.santesaglac.gouv.qc.ca>

Agir Tôt program

The Agir Tôt program, for children aged 0 to 5 years and their families, aims to identify any signs of issues in a child's development as early as possible and refer them quickly to the appropriate services.

If you have concerns about your child's development or would like more information on the program's services, contact your CLSC. A counsellor will determine the appropriate service for you after discussing your concerns.

 [Agir tôt program](#)



Pregnancy

Women Registered with RAMQ



Ma grossesse service | Gouvernement du Québec

You can use this **free service** to:

- Find a professional for your pregnancy care.
- Get help if you are in a difficult situation (isolation, lack of support, etc.).
- Get nutrition advice, prenatal vitamins and food vouchers.
- Receive advice from reliable sources during your pregnancy.
- Learn about services for families near you.

A person from your local community services centre (**CLSC**) will contact you **within 2 weeks** of your registration.

You can also call the *Département de la santé de la femme de l'hôpital de Chicoutimi* (Women's Health Department at Chicoutimi Hospital) at ☎ **418-541-1033** to obtain pregnancy monitoring. They are also available to assist you through all the stages of pregnancy and childbirth.

In Quebec, midwives can also monitor your pregnancy. To find out more, call the *Maison de naissance* (Birthing Centre) du Fjord-au-Lac in Chicoutimi or visit the following link:

 [Maison de naissance du Fjord-au-Lac](#)

 418-541-1166

Women not registered with RAMQ

The steps to obtain pregnancy monitoring remain the same as if you were covered by RAMQ. However, you will have to pay for the services received. Therefore, it is important to verify the related costs when searching for a doctor. Please call the Department of Women's Health for more information:

 418-541-1033

Please note that the child will not be automatically covered by RAMQ at birth. To be eligible for coverage, one of the parents must be covered by RAMQ or be awaiting a decision on an application for permanent residency at the federal level.

Quebec Health Booklet

You can access your health information online at Quebec Health Booklet. You can even view your appointments, cancel them, and look through your appointments' history.

Your medication

Access the list of medications on file at your pharmacy.

Test results from medical imaging

Access your medical imaging exam reports, including ultrasounds and X-rays.

Sample results

Obtain test results for blood, urine, and other samples.

Medical services on a fee-for-service basis

Examine the list of medical services provided to you and paid to your health professional by the RAMQ on a fee-for-service basis.

 <https://carnetsante.gouv.qc.ca/portail>

Bagotville MFRC

The MFRC can assist you throughout the process via our Op-Health Access program. If you have any questions, do not hesitate to contact us.

We have tools designed especially for the English-speaking community. Pick up the Help Guide at your MFRC. The **Health Passport** app is also available to support you.

 <https://www.veq.ca/hp/>

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