

WHERE TO CONSULT IF YOU ARE CONCERNED ABOUT YOUR HEALTH OR THAT OF SOMEONE CLOSE TO YOU

Whether or not you have a family doctor, find out what options are available to you. Professionals are available.



↓ EMERGENCY SITUATIONS

In the event of an emergency, serious injury or deterioration in health

If your life is in danger or your state of health requires immediate intervention, **you can, at any time, go to an emergency room** in the region or **call 911**.

Talk to a nurse or a social worker

By **calling 811**, you can talk to a nurse or a social worker. This call could save you a trip to hospital or an emergency room consultation. These bilingual services are available by telephone at all times, **24 hours a day, 7 days a week**.

- **Info-Santé nurses** (811, option 1) can answer your questions or give you advice about your health or that of a loved one.
- **Info-Social healthcare professionals** (811, option 2) can help you when you're going through a difficult situation, intervene in a crisis or direct you to the right service depending on your need.

↓ SITUATIONS REQUIRING CARE WITHIN 24 TO 48 HOURS

Come to the **Jeffery Hale Minor Emergency Clinic** to be seen by one of the professionals there. If the consultation does not involve seeing a doctor, it will be carried out by another professional.

Please note that this clinic, located at 1250 chemin Sainte-Foy in Quebec City, **does not offer medical follow-up**. It responds to specific needs that require immediate consultation.

↓ SITUATIONS THAT DO NOT REQUIRE IMMEDIATE CARE

PHARMACIST

To **extend a prescription or to adjust or administer your medication**, consult your pharmacist, or visit monpharmacien.ca.

ONE-OFF MEDICAL CONSULTATION

IF YOU HAVE A FAMILY DOCTOR

Do you have a family doctor or are you being followed by a specialized nurse practitioner (SNP) at a Family medicine group (GMF)? Book an appointment. **Are they unavailable? Ask for an appointment with another doctor or an SNP at your medical clinic.**

IF YOU DON'T HAVE A FAMILY DOCTOR

Register on the waiting list of the **Québec Family Doctor Finder** [Guichet d'accès à un médecin de famille (GAMF)]. If you need assistance, call 418-821-7873 or 1-844-666-2727 (toll-free). For more details, visit ciussscn.ca/sansmedecin.

During the waiting period, you have the following options:

- Check the **Primary Care Access Point** [Guichet d'accès à la première ligne (GAP)] available online at gap.soinsvirtuels.gouv.qc.ca/en. If you need assistance, call 811 (option 3).
- Book an appointment on the **Québec Medical Appointment Scheduler website** [Rendez-vous santé Québec] at rvsq.gouv.qc.ca.
- Book an appointment at a **super clinic**.

INTEGRATED BILINGUAL ACCESS

Call 418-684-5333, ext. 11805, to reach the bilingual access desk. This desk enables an improved access to front-line services and directs you to the right service(s) as quickly as possible.

BLOOD TESTS AND SPECIMENS

For blood tests and specimens (excluding COVID-19), please visit clicsante.ca or call the **Quebec City appointment center** at 418-628-6208.

HEALTH AND SOCIAL CARE (IN ENGLISH)

A number of services are offered in English, including home support, mental health assistance, prenatal and postnatal care, routine care, and support for people with intellectual disabilities, autism spectrum disorders and physical disabilities. Other services for families, children, young people and seniors are also available.

For more information, contact **Jeffery Hale Community Services** at 418-684-5333, ext. 11805.

COMMUNITY RESOURCES

- By dialling 211, you will be directed to community resources that can meet your need.
- For activities and resources offered to the English-speaking community, you can visit the websites of the **Wellness Centre** (wejh.ca) and **Voice of English-speaking Québec** (veg.ca).

You need to consult a healthcare professional, but you don't speak French?

Ask the healthcare professional to call on the Bank of Interpreters of the Capitale-Nationale. Interpretation services are free.

Centre intégré
universitaire de santé
et de services sociaux
de la Capitale-Nationale



For full details:
ciussscn.ca/optionsdeconsultation.

