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*Primary care service enhancement*

**New Minor Emergency Clinic in the Capitale-Nationale**

**Québec City, May 2, 2022** – Joëlle Boutin, MNA for Jean-Talon, on behalf of Christian Dubé, Minister of Health and Social Services, announced the opening of a new minor emergency clinic at the Jeffery Hale Hospital. This innovative project, launched by the *CIUSSS de la Capitale-Nationale*, aims to improve access to primary care services, particularly for those without a family doctor, and reduce pressure on the region's emergency rooms.

Starting May 22, the Jeffery Hale Minor Emergency Clinic will see without appointment patients who don't have a family doctor or who are unable to book an appointment with their doctor. Patients who visit other emergency rooms in the region for minor needs (i.e., that are not life threatening, but require same-day or next-day care) may also be referred to this clinic.

The multidisciplinary approach is central to this clinic. The treatment team will include specialized nurse practitioners, a pharmacist, physicians, a physiotherapist, and nurses. The goal is to provide the right care, in the right place, at the right time, by the right professional, while easing pressure on local emergency rooms.

**Quotes:**

"Our goal in organizing primary care services using this new model is to provide the right care for each condition, in the timeliest manner, based on the needs of our community. I am pleased to see this pilot project, which is well-aligned with the health plan we presented a few weeks ago, come to fruition. We'll be able to offer Quebecers a more humane and effective healthcare system thanks to innovative initiatives like this one."

*Christian Dubé, Minister of Health and Social Services*

"This new type of ER is a first step towards a better organization of primary care services in the region. I'm pleased that our citizens will benefit from better coordination of services and better access to primary care services according to the severity of their health condition. This is a major boon for the *Capitale-Nationale* region, where such an innovative, multidisciplinary approach will help meet our growing and increasingly diverse needs."

*Joëlle Boutin, MNA for Jean-Talon*

**Key points:**

- This minor emergency clinic is a hybrid facility that provides a blend of family medical care (FMG-R) and emergency services. It will treat minor health problems such as sprains, simple fractures, wounds, back pain, or infections.

- As of May 22<sup>nd</sup>, the clinic will be open seven days a week from 8:00 a.m. to 8:00 p.m.
- Services will be offered in French and English for the English-speaking and Allophone community in the Capitale-Nationale region.
- In 2019–20, approximately two million Quebecers visited emergency rooms for minor health problems. More than 50% of annual trips to Québec’s emergency rooms could actually have been handled by other services. Many people go to the emergency room for minor problems because they don’t have access to a family doctor or to certain primary care services.
- [On March 29](#), the Minister of Health and Social Services tabled a concrete health plan to make the changes needed to provide Quebecers with a more effective and humane health and social services network.

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**Source:** Marjaurie Côté-Boileau  
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