

WHERE TO CONSULT DURING THE PANDEMIC

Health care professionals and social services are available.



IN CASE OF EMERGENCY

In case of a serious injury or health problem, call **911** or go to the nearest emergency in your region.



INFO-SANTÉ 811 24 hours • 7 days a week

Call **811** to get evaluated by a nurse and to receive advice on your health, wherever you are.
You may call this number to inquire about your own health or the health of a loved one.



MEDICAL CONSULTATION

Whatever the reason, here's what you need to do to see a doctor in the context of the pandemic.

DO YOU HAVE SYMPTOMS THAT ARE SIMILAR TO THOSE OF COVID-19?

NO

YES



→ Consult the **COVID-19 Symptom Self-Assessment Tool** online at covid19.quebec.ca or call **INFO-COVID** at 418 644-4545 or at 1 877 644-4545.



→ Make sure to go directly to a **screening centre** as soon as you notice symptoms. You will receive the test results within approximately 24 hours.

NEGATIVE RESULT

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POSITIVE RESULT

A nurse will contact you to refer you to the right resource.

MAKE AN APPOINTMENT:

- At the clinic of your family doctor. If they are unavailable, ask if you can see another doctor from the same clinic.
- In a **super-clinic** if you do not have a family doctor, or if you are unable to get an appointment at the clinic of your family doctor.



DIFFICULT SITUATION, DISTRESS

Info-Social 811, option 2

Info-Social is a free and confidential telephone consultation service available 24/7.

A psychosocial worker can give you advice on what you should do, refer you to the best resource, or take action if you are in a crisis situation.

You may call for yourself or on behalf of someone else, no matter their age.



ARE YOU WORRIED ABOUT SOMEONE CLOSE TO YOU?

Family members or senior citizens who suffer from mental health conditions or who live alone may be especially vulnerable.

If you notice that they are in distress or that their physical or mental condition is getting worse:

- Encourage them to get help and to call **Info-Santé/Info-Social 811**
- Or offer to call 811 for them.

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