

# Where to seek care if you or a family member has a health concern



Whether or not you have a family doctor, here are the options available to you.

## SPEAK TO A NURSE OR SOCIAL WORKER

By **dialing 811**, you can speak to a nurse or social worker. This phone call can help you avoid a visit to a clinic or to the emergency room. The service is available at all times (**24 hours a day, 365 days a year**).

### **Info-Santé (811, option 1) :**

Free, confidential service available across Québec to anyone **wishing to speak to a nurse**.

- **Why call Info-Santé?**
  - For an evaluation of your symptoms or those of a family member
  - For advice on treating your symptoms at home
  - For a referral to the appropriate resources, as needed
- **When to call Info-Santé?**
  - Vomiting or diarrhea
  - Fever or flu-like symptoms
  - Minor pain or discomfort
  - Minor injuries or wounds needing treatment
  - Concerns about your health



### **Info-Social (811, option 2) :**

Free, confidential service available across Québec to anyone **wishing to speak to a social worker**.

- **Why call Info-Social?**
  - For advice on relationship or family problems
  - For support when experiencing stress, depression or psychological distress
  - For a referral to mental health resources, a CISSS program or community organizations
- **When to call Info-Social?**
  - When you need someone to actively listen to you
  - When you are having social problems or conflicts
  - When you feel emotionally or psychologically distraught

# CONSULT A HEALTH PROFESSIONAL

## PHARMACIST

Your pharmacist can:

- Suggest treatments for minor conditions (e.g., allergies, gastric reflux, shingles, flu, etc.)
- Adjust or renew certain prescriptions (e.g., medications for chronic conditions)
- Administer vaccines (flu, shingles, etc.)

## IF YOU HAVE A FAMILY DOCTOR

Do you have a family doctor or a specialized nurse practitioner at a Family Medicine Group? Make an appointment. There's no appointment available? Ask for an appointment with another doctor or specialized nurse practitioner at the same clinic.

## IF YOU DON'T HAVE A FAMILY DOCTOR

- Consult the Primary Access to Care Point (GAP). This service is intended for Laval residents who don't have a family doctor and who are registered with the Québec Family Doctor Finder (GAMF)\*.
  - **Services offered by the GAP:**
    - Help with specific non-urgent health problems
    - Personalized support and referrals following an evaluation
    - Access to timeslots for medical appointments available in your sector
  - **How to reach the GAP?**
    - Online through the gap portal: [gap.soinsvirtuels.gouv.qc.ca](http://gap.soinsvirtuels.gouv.qc.ca)
    - By phone by calling 811, option 3

\* To register on the waiting list for a family doctor (GAMF), call 514 807-5734 or go online to [gamf.gouv.qc.ca](http://gamf.gouv.qc.ca).



### Use the Québec Medical Appointment Scheduler ([rvsq.gouv.qc.ca](http://rvsq.gouv.qc.ca))

This service lets you make **an appointment online** with **your assigned health professional** (family doctor, specialized nurse practitioner or medical resident), with another health professional of the same family medicine group or with a health professional in a nearby clinic.

**To be eligible**, all you need is a Québec Health Insurance Card.

## EMERGENCIES

### IN THE EVENT OF AN EMERGENCY, SERIOUS INJURY OR DETERIORATION OF YOUR HEALTH CONDITION

If you are experiencing a life-threatening condition or if you require immediate medical attention, you can always go to the emergency room or call 911 for assistance or transportation by ambulance.

#### Examples of an emergency:

- Cardiac or chest pain
- Breathing difficulties
- Confusion or loss of consciousness
- Serious injury
- Intense pain
- Severe allergic reaction (anaphylaxis)