

Where to seek care if you if you have flu-like or gastrointestinal symptoms

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



TAKING CARE OF YOURSELF AT HOME

Most people infected with a respiratory infectious disease or gastroenteritis recover without specific treatment and can take care of themselves at home. Learn to recognize and manage your symptoms by visiting www.quebec.ca/en/health/health-issues/flu-cold-and-gastroenteritis

SE FAIRE DÉPISTER

Sore Throat or Difficulty Swallowing?

Book an appointment for a **Group A Strep test**, you will receive a prescription for antibiotics on-site.

COVID-19 and Flu Testing Also Available

Testing is offered to symptomatic individuals who may benefit from treatments such as Paxlovid™ (COVID-19) or Tamiflu™ (flu).

To Book an Appointment

- Online: Clic Santé: [Clic Santé](#)
- By Phone: 1-877-644-4545

Visit our website for more information: www.lavalensante.com (Testing and Vaccination tab)

CONSULT A HEALTH PROFESSIONAL

Contact 8-1-1: Available 24/7

A nurse will assess your condition and provide recommendations for self-care at home or help you find the appropriate service for your situation.

Consult Your Pharmacist

Contact Your Clinic: if you have a family doctor or a specialized nurse practitioner.

Contact the Frontline Access Point (GAP): if you do not have a family doctor or a specialized nurse practitioner.

- **811, option 3**
- **Online:** gap.soinsvirtuels.gouv.qc.ca

Use the Québec Medical Appointment Scheduler: This service lets you make an appointment online with:

- their designated healthcare professional;
- another healthcare professional from their Family Medicine Group;
- a healthcare professional practicing in a clinic near a chosen location.

Available 24/7, even without a family doctor.

Online: rvsq.gouv.qc.ca

811, Option 1: Your Shortcut to Winter Care

During winter, a dedicated service is available for individuals experiencing **flu-like symptoms** (fever, cough, congestion) or **gastrointestinal symptoms** (diarrhea, vomiting, abdominal pain).

How to access the service based on age:

- **Ages 18 and over:** Call 811, select option 1, then press 1.
- **Ages 0 to 17:** Call 811, select option 1, then press 2.

This service is available **with or without a family doctor**. If needed, Info-Santé may refer you for a medical consultation, available until April 30, 2026.