



HEALTH CARE IN QUEBEC

Residents of our province are covered by the *Régie de l'assurance maladie du Québec* (RAMQ). All civilians are entitled to free health care.

Régime d'assurance maladie du Québec (RAMQ)

Coming from Quebec

You must inform the RAMQ when you are moving, whether it is in Quebec or outside of the province. Your address and that of your children, if applicable, must be kept up to date when you are covered by the Quebec health insurance plan.

You can do this by visiting:


 [Service québécois de changement d'adresse \(SQCA\)](#)

Coming from another province

All out-of-province military personnel are required to register their dependents with the RAMQ. It should be noted that military families can subscribe to health insurance **as soon as they are settled in Quebec**.


When a member of the Canadian Forces is posted to Quebec from another province or territory, their family members with a status permitting them to settle are exempt from the three-month waiting period. Military families are encouraged to identify themselves as such at the time of registration.

To receive free medical care covered by the RAMQ, you must present your valid health insurance card each time you need services. Follow the steps listed on this link to register with the *Régie de l'assurance maladie du Québec*:

 <https://www.ramq.gouv.qc.ca/en/citizens/health-insurance/register>

You must select the information that applies to your situation.

For any questions, you can always reach the RAMQ directly by phone:

 **1-800-561-9749**

Prepare the following documents for mailing or dropping off at your local CLSC as soon as you receive your acceptance letter:

1. The original of one of the following pieces of identification according to your situation:

- * Valid Canadian passport
- * Birth certificate
- * Certificate of Canadian citizenship
- * Permanent Resident card or any other document issued by Canadian Immigration authorities attesting to your permanent resident status in Canada.

2. **The original document confirming the relocation**, e.g., the posting message, **or a document confirming your release date.**
3. **A photo:** everyone aged 14 and over must have a photo ID health insurance card. You can have your picture taken in drugstores. Plan an amount of \$ 10 to \$ 15 per passport-size photo capture. (Optional for first-time card issuance.)

Please note that if you are married and have chosen your spouse's last name, your health insurance card will still be issued in your last name, as it is written on your birth certificate.

The RAMQ will send you a letter mentioning the date from which you are covered. You must save the letter until you receive your health insurance card.

The waiting period for receiving your card varies from 30 to 45 days after sending your registration form.

If you were to visit a health and social services Center before receiving your card, your letter would not allow you to access services free of charge. However, you have two options for avoiding costs:

1. Medical services may be covered by your previous province's health insurance if you're moving from another province.
2. Some doctors will not accept an out-of-province health insurance card for in-clinic treatment. You will receive a bill for which you will not be responsible, but you will still need to submit a payment claim to RAMQ.

In this case, you must send them a copy of this bill and your letter confirming your enrolment in the plan.



Finding a Family Doctor

The current health care situation in Quebec makes it difficult for everyone to find a family doctor and gain rapid access to the specialists they need.

It is recommended that you register with the *Guichet d'Accès à un médecin de famille* (GAMF) to access a family doctor in Quebec. All residents searching for a doctor are then grouped in the same database by region.

Each registration is assessed and prioritized according to the vulnerability criteria established by the RAMQ. The priority given to your request depends on your medical condition and the availability of medical staff, not on the date your registration is received.

You must register on the *Guichet d'Accès à un médecin de famille* (GAMF - Family Doctor Access platform) to accelerate your search for a family doctor in Quebec.

 [Registering with a family doctor](#)

If you already have a family doctor in Quebec, but in another region, you must call the Guichet d'accès pour la clientèle orpheline (GACO - waiting list) and make a request for another doctor in Saguenay. You will keep your current family doctor until you find a new one:

☎ **1-844-867-5332**

Or find the phone number for **GACO** closest to you:

[www. !\[\]\(bd1a142de767a21e5362c595f844a4ff_img.jpg\) https://sante.gouv.qc.ca/en/votre-gaco/](https://sante.gouv.qc.ca/en/votre-gaco/)

**GACO - RLS
JONQUIÈRE**

☎ 418-669-1049

**GACO - RLS
CHICOUTIMI**

☎ 418-669-1049

**GACO - RLS
LA BAIE**

☎ 418-669-1049

It is important to note that there is a waiting period before a family doctor can be assigned and that no doctor appointment will result from your registration with GAMF or GACO. Therefore, using walk-in clinics is a good option while waiting for your match with a doctor.



Pregnancy

Women Registered with RAMQ

To find a doctor during pregnancy, contact Family Medicine Clinics in your area to inquire about doctors who provide this type of follow-up. You may ask your MFRC relocation and assignment counsellor for a comprehensive list of clinics.

Call the *département de la santé de la femme de l'hôpital de Chicoutimi* (Women's Health Department at Chicoutimi hospital) at ☎ **418-541-1033** to obtain pregnancy monitoring. They are also available to assist you through all the stages of pregnancy and childbirth.


In Quebec, midwives can also monitor your pregnancy. To find out more, call the *Maison de naissance* (birthing centre) *du Fjord-au-Lac in Chicoutimi* or visit the following link:

 [Maison de naissance du Fjord-au-Lac](#)

☎ **418-541-1166**

Ma grossesse service

Registering for the *Ma grossesse* service allows you free, quick and confidential access to information and services adapted to your needs during your pregnancy.

 <https://magrossesse.safir.ctip.ssss.gouv.qc.ca/en/Inscription>

Women not registered with RAMQ

The steps to obtain pregnancy monitoring remain the same as if you were covered by RAMQ. However, you will have to pay for the services received. To do this, it is important to check the related costs when searching for a doctor. You can always call the Department of Women's Health for more information:

☎ **418-541-1033**

Please note that the unborn child will not be automatically covered at birth by RAMQ. To be eligible for coverage, one of the parents must be covered by RAMQ or be **awaiting a decision** on an application for permanent residency at the federal level.

MEDICAL CONSULTATION

Families in Saguenay without a family doctor often resort to seeking medical attention at the emergency ward of one of the three hospitals in the region, private clinics, walk-in clinics, or online medical services.

Hospital emergency ward

Hôpital de La Baie

1000, rue Dr Desgagné
La Baie (Québec)
G7B 2Y6

☎ 418-544-3381

Hôpital de Chicoutimi

305, rue Saint-Vallier
Chicoutimi (Québec)
G7H 5H6


☎ 418-541-1000

Hôpital de Jonquière

2230, rue de l'Hôpital
Jonquière (Québec)
G7X 7X2

☎ 418-695-7700

- Open 24/7
- Allow for a waiting period
- You can check occupancy rates and waiting times here:

 <https://www.indexsante.ca/urgences/#Saguenay-Lac-Saint-Jean>

Private clinics

Please note that for services provided in private clinics, you will be required to pay the file opening and consultation fees.

Unimédic Santé

 www.unimedic.com

Jonquière (Carré Davis
Arvida) 2028 boul. Mellon,
Jonquière, QC, G7S 4S8

☎ 418-548-7525

Chicoutimi
520 boul. Talbot,
Chicoutimi, QC, G7H 4A4

☎ 1-855-696-1255



Global MD

875, chemin Sydenham, bureau 10,
Chicoutimi (Québec), G7H 0R1

☎ 418-973-6590

 www.cliniqueglobalmd.com

Clinique IPS SANTÉ PLUS

3750 Bd du Royaume #201,
Jonquière, QC G7X 0A4

☎ 418-758-1851

 [cliniqueipsanteplus.ca](http://www.cliniqueipsanteplus.ca)

Jonquière Médic

(home consultation service)

☎ 418-699-6030

 <https://www.jonquieremedic.ca>

*Appointments booked online or
by phone Monday to Friday from
7:30 a.m. or 7:45 a.m.

Infirmia (nursing care)

3885, boul. Harvey, local 206,
Jonquière, Québec, G7X 9B1

☎ 418-696-2222

☎ 1-877-345-SOIN (7646) toll free

 <https://www.infirmia.com>

Intermed-Groupe santé

412 boul. du Saguenay Est, suite 200,
Chicoutimi (QC), G7H 7Y8

☎ 418-602-6620

 [intermedgroupesante.com](http://www.intermedgroupesante.com)

Émédic (home nursing care)

☎ 581-234-5235

 <https://www.soinsemedic.com>

Walk-in clinics

CLSC de Chicoutimi

411, rue de l'Hôtel-Dieu
Chicoutimi (Quebec), G7H 7Z5

☎ 418-543-2221 (Option 6 then, 9) ext. 3711

- Open from 8 a.m. to 4:30 p.m., Monday to Friday
- Be on site as early as 8 a.m. to meet with a nurse, who can make an appointment with a doctor in the afternoon, if necessary.

Online medicine

Rendez-vous Santé Québec

Whether you have a family doctor or not, you can visit Rendez-vous Santé Québec, a free government service allowing you to make an online appointment with a family doctor. The only eligibility criterion is to have a Quebec health insurance card. To make an appointment, visit the following website:

 <https://rvsq.gouv.qc.ca/accueil/index-en.html>

Maple

This telemedicine service is available to military families. Registration is free with your CFOne card number.

To register and obtain an online medical consultation with a Canadian doctor, visit the following website:


 <https://app.getmaple.ca/register?locale=en>

For further information:

 [Virtual medical assistance for military families](https://www.getmaple.ca/)

This service is also offered to veterans released for medical reasons and their family members. To register:

 <https://www.getmaple.ca/>

 [For more information](#)

Online appointment booking platforms

There are several search engines accessible online 24/7 allowing people without a family doctor, or whose usual clinic is full, to search for availability for a walk-in consultation in all affiliated clinics.

However, these services are subject to a monthly **subscription fee**.

 <https://bonjour-sante.ca/uno/clinic>

 <https://www.doctr.ca/>



Consultation

Info-Santé 811

This telephone consultation service is free, confidential, and available 24/7. Here are the three options for different needs.

Option 1: Info-Santé for health advice

Health assessments are performed by nurses who recommend care at home or recommend services to meet the person's needs. Calls for children aged 0-17 years can be answered faster through the priority line, resulting in an appointment with a doctor.

Option 2: Info-Social for psychosocial advice

Un professionnel en intervention psychosociale offre des conseils pour un problème psychosocial ou en santé mentale.

Option 3 : First-line access counter

This line is exclusively for people without a family doctor. A nurse provides recommendations for home care and, if necessary, directs you to the most appropriate health professional (pharmacist, nurse, doctor, etc.).

Pharmacy

You or a member of your family may need a consultation for vaccinations, a minor infection, a bandage, medication adjustment for a chronic illness, and much more. Several pharmacies in the area can help you. Contact us for details and for the pharmacies offering these types of services.

Aire Ouverte - Jonquière

Various services are offered and adapted to the reality of youths aged 12 to 25 years old. The services are free and vary greatly. You can get help with anxiety, eating disorders, birth control, addictions, and even with job search.

Open day and night, with or without appointment.

2433, rue St-Dominique
Jonquière, G7X 6L1

☎ 418-290-0733

 <https://aireouverte.santesaglac.gouv.qc.ca>

Agir Tôt program

The *Agir Tôt* program is aimed at children aged 0 to 5 years old and their families. It aims to identify as early as possible any signs of a child struggling to develop and to refer them quickly to the right services.

If you have concerns about your child's development or would like more information on the program's services, contact your CLSC. A counselor will discuss your concerns with you and determine which service is appropriate.

 [Agir Tôt program](#)

The **MFRC** can help you with all these steps through our Op Accès santé program. If you have any questions, please contact us.

CONTACT US:

☎ 418-677-7468

✉ info@crfmbagotville.com

📍 CRFM Bagotville MFRC

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