

Christiane Duval, a nurse who is passionate about her work at Info-Santé

Ms. Christiane Duval has 34 years of experience as a nurse. In 1984, she joined the 80 nurses at Info-Santé who answer more than 150,000 calls every year from the Capitale-Nationale region.



Why call INFO-SANTÉ?

Before going to the emergency room or to the medical clinic, the population should use the Info-Santé service.

"Often, people believe that the only way to solve a health problem is to consult a physician at the emergency room or at a medical clinic" says Christiane Duval. "Yet, 65% of incoming calls are resolved without a medical consultation thanks to advice from Info-santé nurses."

There are many reasons for calling Info-Santé: fever, ear aches, vomiting, colds, difficulty sleeping, stomach aches, questions concerning the care of a child or relative, etc. In these situations as in many others, the nurse will be able to advise you and evaluate the relevance of consulting a physician.

"Many preconceived notions still exist regarding to our telephone service" deplors Ms. Duval. "For instance, some say that it is not worth calling the service because the nurses always ask you to consult a physician anyway. Yet, after having spoken to an Info-Santé nurse, the majority of callers realize that the nurses are able to deal with their health problem."

In regards to the criticisms often expressed about the service's waiting time, Ms. Duval answers: **"Waiting on the line 10 or 15 minutes can seem long at times but if the call made to Info-Santé saves you a trip to the medical clinic or the emergency room, it is a win-win situation!"**

Each call is important to the Info-Santé staff. *"The nurses take the time that is necessary to answer the expressed needs. They call on their knowledge, their skills, and their experience to help the users find a solution"*, explains the nurse who has answered thousands of them over the past 25 years.

BY CALLING INFO-SANTÉ AT 8-1-1

YOU CAN:

- > receive advice and information about your health;
- > find out the type of care that must be given to your child, yourself, or a relative;
- > check to see if your condition justifies a medical consultation;
- > find out which health resource part of the health network or which community organization can offer you appropriate assistance.

Reminder

Info-Santé: 8-1-1

Emergency: 9-1-1

My CLSC

My family physician or FMG

Network clinics

Clinique médicale Giffard
(Beauport borough)
3333, rue du Carrefour, office 210
Tel.: 418 663-6345

Clinique médicale Saint-Louis
(Sainte-Foy/Sillery borough)
3165, chemin Saint-Louis
Tel.: 418 653-1970

Centre médical Saint-Vallier
(La Cité borough)
205, rue Montmagny, office 201
Tel.: 418 688-0872

Clinique médicale Pierre-Bertrand
(Les Rivières borough)
303, boulevard Pierre-Bertrand,
offices 203 and 212
Tel.: 418 683-2724

Centre médical Le Mesnil
(Les Rivières borough)
1300, boulevard Lebourgneuf, office 300
Tel.: 418 624-1800

Emergency services

GREATER QUÉBEC CITY AREA

Centre hospitalier affilié universitaire de Québec

> Hôpital du Saint-Sacrement

> Hôpital de l'Enfant-Jésus

Centre hospitalier universitaire de Québec

> Centre hospitalier de l'Université Laval

> Hôpital Saint-François d'Assise

> L'Hôtel-Dieu de Québec

Hôpital Laval

Hôpital Jeffery Hale Hospital

Hôpital Chauveau

Hôpital de Sainte-Anne-de-Beaupré

Health Guide

When you are in a non-urgent situation and you need simple and reliable information, go to the Health Guide Web site at www.guidesante.gouv.qc.ca. It does not replace a medical or professional consultation but can be very useful for any questions you might have regarding your health, common health problems, medications, clinical tests, outpatient surgeries, or prevention.

The next edition

The next edition of this flyer will be devoted to the **prevention of infections**. Watch for it!

Should you have questions or comments regarding this publication, please write to us at the following address: acces.services@ssss.gouv.qc.ca



Agence de la santé
et des services
sociaux de la Capitale-
Nationale
Québec

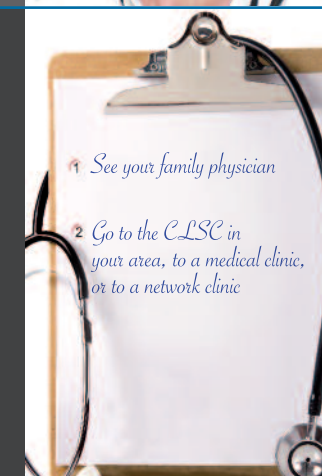
ACCESS TO SERVICES

HEALTH PROBLEM: WHAT TO DO, WHERE TO GO?

1



2



3



Info-Santé: Nurses available 24 hours a day, 7 days a week or www.guidesante.gouv.qc.ca for NON-URGENT cases

> DIAL **8-1-1**

If the nurse recommends that you consult

You have a family physician:

For better follow-up care, first consult the location where you have a medical file, such as the CLSC, the family medicine unit (FMU), the family medicine group (FMG) or the medical clinic.

You do not have a family physician:

Go to the CLSC in your area, to a medical clinic, or to a network clinic

If the nurse recommends that you consult at the emergency room:

Go to a hospital that provides emergency services.



Karine Parent
Nurse educator - Nursing care

What to do, where to go?

It is not always easy to have access to a family physician or get an appointment quickly when a health problem occurs.

Do you know what services are offered at a CLSC, a family medicine group (FMG) or a network clinic?

By following the three (3) steps suggested above, you will be able to have access to health services more quickly.

ACCESS TO SERVICES

The health and social services institutions of the CAPITALE-NATIONALE are proud to present the first number of ACCESS TO SERVICES, which is part of a series of publications that you will receive in 2009.

These practical and reliable information sheets aim to help you use the offered services more effectively and play an active role with regard to prevention.

www.rrsss03.gouv.qc.ca

Québec

Health and social services centres (HSSCs): health services close to home

Your local health and social services centres ensure access to health care services through the CLSCs and the family medicine units (FMUs).

They offer you:

- > nursing care (sample collecting, vaccination, emergency oral contraception);
- > advice and information about health care and disease prevention;
- > information and support to persons suffering from cancer or from a chronic disease (diabetes, hypertension, cardiovascular disease, respiratory disease);
- > medical consultations with or without appointment (at certain service points);
- > psychosocial services.

Registering with a FMG: a joint commitment

A family medicine group (FMG) is a group of physicians who work in collaboration with nurses to offer global follow-up and health care services to their registered clients. To register, you must contact a FMG directly and commit to use its services on a priority basis.

A new resource: the network clinic

A network clinic is:

- > a group of physicians and nurses who ensure health services 7 days a week on a walk-in basis;
- > a group of professionals who ensure medical case management of vulnerable clientele who do not have a family physician;
- > quick access to radiology and sample collecting services.

Finding your way

To know more about **FMGs**, **FMUs**, **medical clinics**, and **network clinics**, visit the Web site of the Agence de la santé et des services sociaux de la Capitale-Nationale at: www.rssss03.gouv.qc.ca

Édith Michaud, Nurse
Jean Drouin, Physician



Taking care of your health

Are you interested in improving your overall health status, reaching or maintaining a healthy weight, having more energy while strengthening your muscle tone? Try the **0-5-30 COMBINAISON PRÉVENTION** program!

What is the 0-5-30 COMBINAISON PRÉVENTION program?

It is a program that proposes the adoption of a healthy lifestyle, a determining health factor.

0•5•30 means:

- 0** Tobacco
- 5** Five fruits and vegetables every day
- 30** Thirty minutes of physical activity every day

For more information
Visit www.0-5-30.com



The Québec Electronic Health Record

The Québec Electronic Health Record (EHR) is an **electronic health file** that will enable mainly **physicians, nurses, and pharmacists** to consult and transmit information about the health status of their patients simply and quickly. The implementation of the EHR is currently in the pilot project phase in the Capitale-Nationale region.

For more information, visit the Web site at: www.dossierdesante.gouv.qc.ca.



Quit smoking

Would you like to quit smoking?

- > Free services are provided to you via the Quit Smoking Centres (QSC) of the health and social services centres (HSSCs);
- > You can choose between individual or group services.

Monday through Friday, from 8 a.m. to 8 p.m., you can also call the J'ARRÊTE helpline, a smoking cessation aid.
Dial **1 866 527-7383** (1 866 JARRÊTE)



J'Arrête.

For more information
go to the following Web sites:
www.jarrete.qc.ca or
www.defitabac.qc.ca

Since **December 1st, 2008**, in the Capitale-Nationale region, your **pharmacist** can provide you with a nicotine patch or gum **without the need for you to present a medical order** from your physician or from a nurse working at a Quit Smoking Centre, **allowing you to be reimbursed** by the **Régie de l'assurance-maladie du Québec** or by your **private insurance company**.

Winter fun

Enjoy the winter season! Put on your snow suits and go play outside! A wide range of activities are offered to urge you to spend quality time with the ones you love.

To help inspire you in your choice of activities, you can visit the following Web sites:

www.kino-quebec.qc.ca

www.ville.quebec.qc.ca (outing ideas)



My drinking? I'm taking care of it

Do you drink between **10 and 35 alcoholic beverages** a week and are concerned? Do you want to change your habits?

The **Alcochoix+** service is for you! Its professionals are there to help support you in your reflection process and assist you:

- > take stock of your consumption;
- > make informed choices;
- > find practical ways to change your habits based on three possible formats (alone, guided, or group)

Alcochoix+ is a PROFESSIONAL, CONFIDENTIAL, AND FREE prevention service!

To reach **Alcochoix+**, dial **418 651-6464** or **1 877 252-6246** (toll free). You can also visit the Web site: www.alcochoixplus.gouv.qc.ca



SCHEDULE for walk-in consultations at the network clinics:

- > weekdays: 8 a.m. to 9 p.m.
- > weekends and statutory holidays: 9 a.m. to 1 p.m.