

WHAT TO DO IF YOU'RE CONCERNED ABOUT YOUR OR A LOVED ONE'S HEALTH

Whether you have a family doctor or not, find out what options are available to you. Professionals are available.



↓ EMERGENCY SITUATIONS



IN THE EVENT OF AN EMERGENCY, SERIOUS INJURY OR DETERIORATING HEALTH

If your life is in danger or your medical condition requires immediate attention, **you may go to a local emergency room** at any time by:

- **Calling 911** to request an emergency response or ambulance transportation
- **Taking safe transportation** to the nearest emergency room



IN CASE OF POISONING

The **Québec Poison Control Centre** responds to the public and health professionals facing an emergency poisoning situation. **Call 1-800-463-5060 at any time (24/7).**

TALK TO A NURSE OR SOCIAL WORKER

You can talk to a nurse or social worker by calling 811. A call could save you a trip or a visit to the emergency room. This phone service is available 24/7.

- The **Info-Santé** nursing staff (811, option 1) can answer your questions or advise you about your or a loved one's health.
- The **Info-Social** staff (811, option 2) can help you when you're experiencing a difficult situation, intervene in a crisis or direct you to the right service based on your needs.



↓ SITUATIONS NOT REQUIRING IMMEDIATE CARE



PHARMACIST

To **extend a prescription** or to **adjust or administer your medication**, consult your pharmacist or visit monpharmacien.ca/en/.



MEDICAL CONSULTATION

If you have a family doctor or you are followed by a specialized nurse practitioner (SPN) from a GMF, make an appointment. **They are not available? Ask for an appointment with another doctor or a nurse practitioner from your medical clinic.**

IF YOU DON'T HAVE A FAMILY DOCTOR:

- Make an appointment on the **Rendez-vous santé Québec** website (rvsq.gouv.qc.ca/accueil/index-en.html)
- Make an appointment at a **super clinic** (GMF accès-réseau) (ciussscn.ca/superclinique) (French only)
- Call the **Info-Santé 811** line (option 1) to have a nurse assess your health and tell you where to go for consultation, if necessary

↓ NON-LIFE THREATENING SITUATIONS, BUT REQUIRE CARE WITHIN 24 TO 48 HOURS

Come to the **Jeffery Hale Minor Emergency Clinic** to be seen by one of the professionals on our team. If the consultation does not require seeing a physician, it may be done by another professional.

Please note that the clinic does not offer medical follow-up, but only responds to punctual needs that require an immediate consultation.

For complete details, go to ciussscn.ca/optionsdeconsultation (French only).

Centre intégré
universitaire de santé
et de services sociaux
de la Capitale-Nationale

Québec

