

Let's continue to protect ourselves and consult health professionals!

If you feel the need or if you or a family member has a health problem or a psychosocial problem, you can consult a health or social services professional, even during the COVID-19 pandemic.

It is especially important to go to your health or psychosocial follow-up appointments if you or a family member have:

- ✓ a chronic disease (e.g., diabetes, cardiovascular disease, hypertension, degenerative disease, etc.);
- ✓ a mental health condition (e.g., depression, anxiety disorders, etc.);
- ✓ cancer;
- ✓ or any other disease, condition or situation that requires regular follow-up with a health or social services professional.

At any time, you can call Info-Santé staff if you have questions or concerns about your health, or Info-Social staff if you need psychosocial support.

Consultation by telephone or in person



Often, consultations with a health or social services professional can be done over the telephone. Telephone consultations are being prioritized during the pandemic (depending on your condition).



If you have to go to your consultation in person, rest assured that the necessary measures have been taken to ensure your safety and staff safety. Anyone who goes to a health care facility, such as a hospital, a clinic, a doctor's office or a family medicine group (FMG), should wear a homemade mask (face covering) or procedure mask. This recommendation applies to both the patient and the person accompanying the patient. If you have COVID-19 symptoms, the staff might ask you to wear a procedure mask.

How do I consult a health professional?

You must first determine whether you have flu symptoms, gastroenteritis symptoms or COVID-19 symptoms.

If you have COVID-19 symptoms, regardless of the reason for your consultation in family medicine, call 418 644-4545, 450 644-4545, 514 644-4545, 819 644-4545 or 1 877 644-4545. For the hearing impaired (TTY), call 1 800 361-9596 (toll free).

Your health condition will be assessed and you will be referred, if necessary, to a designated assessment clinic or another resource where you can be seen safely during the pandemic.

If you do not have any of these symptoms and you need a consultation, proceed as follows:

→ If you have a family doctor

- Contact the clinic or family medicine group (FMG) that you usually go to to make an appointment. You can check whether your clinic or FMG offers medical and psychosocial consultations by searching your clinic or FMG's name on the Finding a Resource page: sante.gouv.qc.ca/en/repertoire-ressources
- If you are unable to reach your clinic or FMG, call Info-Santé or Info-Social by dialling 811.

→ If you do not have a family doctor

- Call Info-Santé or Info-Social at 811 for advice or to be referred to an appropriate resource.
- You can also contact a clinic that provides services to people who do not have a family doctor, such as a super clinic.

Quebec.ca/coronavirus

1 877 644-4545