



Taking Care of Yourself



Health care and services

Knowing certain information about resources and insurance can help you access care and services.

Immediate emergency assistance



Emergency services – 911

- For emergencies (police, ambulance, fire department, etc.)
- 24 hours a day, 7 days a week
- 911
- <https://www.quebec.ca/securite-situations-urgence/urgence-9-1-1> [in French]



Find a hospital

- 24 hours a day, 7 days a week
- Contact information for hospitals in Québec
- <https://www.indexsante.ca/hopitaux/> [in French]



Important

If you are not covered by the RAMQ, the IFHP, or a public health insurance plan from another Canadian province, **a significant surcharge** (200%) applies to fees for care and services received at a public institution (hospital, CLSC, etc.).

To find out more, see **Private insurance plans** (p. 23).



Appointment for non-urgent care

 CLSC Santé	• Online appointments for free (with the RAMQ) or fee-based services (vaccination, testing, screening, contraception, etc.) • https://portal3.clicsante.ca/en
 Bonjour-Santé	• Online appointments for free medical appointments with the RAMQ • https://bonjour-sante.ca/uno/clinic
 Find a same-day or next-day medical appointment	• Search engine to find a free (with the RAMQ) or fee-based medical appointment • For people without a family doctor or whose family doctor is unavailable • https://sante.gouv.qc.ca/en/repertoire-ressources/consultations-medicales-sans-rendez-vous/
Educational institution	Find out if your educational institution offers care and services to its students.

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Important

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People who are eligible and registered to the RAMQ have free access to covered health care and services.

If you have private insurance coverage, certain professionals can offer you covered care and services. To find out more, see **Private insurance plans** (p. 23).



Referral to the right resources



Info-santé 811

- Health advice and referrals
- 24 hours a day, 7 days a week
- Free
- 811, option 1



Pediatric 811 line

- Health advice and referrals for children aged 0–17
- Free
- 811, option 1, then option 2

Régie d'assurance maladie du Québec (RAMQ)

People who are eligible and registered to RAMQ have free access to covered health care and services. They also have access to prescription drugs at a reduced rate.

To find out more about Québec public Québec's health and prescription drug insurance plan, visit the RAMQ website: <https://www.ramq.gouv.qc.ca/en/citizens/health-insurance>

You are eligible for RAMQ coverage.



If your country has a social security agreement with Québec, you can register with the RAMQ when you arrive. This also applies to family members who are accompanying you.



Important

When you register for public health insurance, coverage usually starts after a waiting period of up to 3 months. During this waiting period:

- The RAMQ does not reimburse you for health care and services received, with certain exceptions (pregnancy, childbirth, sexual assault, etc.).
- It is strongly recommended that you take out private insurance coverage.

To find out more, visit the RAMQ website: <https://www.ramq.gouv.qc.ca/en/citizens/health-insurance/medical-services>

If you have a closed work permit, check if your employer is responsible for paying for private insurance that covers emergency medical care.

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Interim Federal Health Program (IFHP)

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When you arrive in Québec, you are automatically covered by the IFHP.

This coverage applies:

- While you are waiting to receive your health insurance card from the RAMQ (waiting period)
- To some complementary services (psychologist, physiotherapist, dentist, optometrist, etc.) during your first year in Québec.

Many CLSCs and some clinics accept the IFHP. To find out which providers offer care and services covered by the IFHP, use the Provider search tool:

<https://ifhp.medaviebc.ca/en/providers-search>

Know that hospitals are required to provide the necessary care to people whose lives or physical integrity is at risk.

Private insurance plans

If not covered by the RAMQ, taking out **private insurance** can help **cover part of the cost** of health and social services and prescription drugs.

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It is essential to check exactly what is covered by your private insurance and how much is reimbursed. If needed, you can take out private insurance with more coverage.

Health and hospitalization insurance is **mandatory** for international students. When you arrive in Québec, you have 5 to 30 days to take out private insurance, if you are not eligible for the RAMQ.

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Most educational institutions in Québec require you to be covered by their own private plan. This type of insurance generally covers basic medical and hospital costs.

To find out more, visit the Government of Québec website: <https://www.quebec.ca/en/education/study-quebec/required-conditions>

Asking for help when things get hard

Paying attention to your mental health and knowing where to find support helps you recognize your needs.

How to know if you need help

Use the *How's It Going?* tool to:

- Better understand how mental health affects your thoughts, body, behaviours and emotions
- Reflect on and identify ways to feel better.

Check it out on the toolkit website: <https://infobienetre.ca/en/taking-care-of-yourself/#how-to-know-if-you-need-help>



Good



Not great



Very bad



Who to talk to or ask for help

If you are not doing well, don't face it alone. Asking for help is not a sign of weakness. It is a strength to be able to recognize what you are going through and talk about it.

Sometimes, their support is not enough. You may also prefer talking to someone you don't know. If so, you can seek professional help.

You can start by talking to people you trust:

- Family members, friends, colleagues
- Support groups
- People in your religious or spiritual community (imam, priest, reverend, pastor, etc.).

Mental health help and support resources

Immediate assistance for an emergency

 Suicide.ca	• Support from a counsellor trained to talk openly about suicide • French and English • 24 hours a day, 7 days a week • Phone: 1-866-277-3555 (in Québec), 988 (outside Québec) • Text: 535353 • Chat • https://suicide.ca/en
 Emergency services - 911	• For immediate emergency assistance (police, ambulance, etc) • 24 hours a day, 7 days a week • https://www.quebec.ca/securite-situations-urgence/urgence-9-1-1 [in French]
 Finding a hospital	• 24 hours a day, 7 days a week • Contact information for hospitals in Québec • https://www.indexsante.ca/hopitaux/ [in French]
 Finding a crisis centre	• Crisis intervention service • 24 hours a day, 7 days a week • https://resicq.ca/resicq-en/

Orientation vers les bonnes ressources



Info-social 811

- Conseils et références en matière de services sociaux
- 24 heures sur 24, 7 jours sur 7
- Gratuit
- 811, option 2

"At some community organizations, an intercultural community counsellor (ICI Santé) can guide you and help you with the process. Don't hesitate to use this service!"

Carlos, economic immigrant from Colombia



Psychological and social support (psychosocial support)

 Find a CLSC psychosocial intake	• Services for people covered by the RAMQ (human relations officer, social worker, etc.) • Some CLSCs accept the IFHP • https://sante.gouv.qc.ca/en/repertoire-ressources/clsc/	R
 Mental health counselling - Private practice	• Paid services (social worker, sexologist, psychotherapist, psychologist, etc.) • Private insurance through your workplace may cover some services and costs • Some private services are covered by the IFHP. Make sure the professional accepts this coverage. Remember that you need a referral from a doctor first • Some professionals offer sliding scale fees based on income for people without private insurance. • https://www.ordrepsy.qc.ca/english • https://www.otstcfq.org/public/trouver-un-professionnel/ [in French]	R
 Milieu d'études	Check if your educational institution offers mental health services.	IS



Did you know?



When you arrive, you are entitled to a physical health and wellness assessment. Using this service can help you access the care and services you need. Your host organization authorized by the MIFI or your sponsor can help you make an appointment with your local refugee health team.

Medical consultation

Family doctors can:

- Make diagnoses and prescribe medication
- Refer you to a specialist (a psychiatrist, a psychologist, etc.) if necessary.

To find out about resources that can help you access this service, see **Make an appointment for non-urgent care** (p. 21).

Services for young people

 Aire ouverte	• Free health and well-being services for youth aged 12 to 25, regardless of migration status • https://www.quebec.ca/en/health/finding-a-resource/aire-ouverte-services-for-young-people-aged-12-to-25
 School	Schools also offer support for children. Ask the staff for information.

