

Provincial Guide Summary

Your guide to provincial health organizations & resources.

Quebec

Government Services

Ministry of Health and Social Services

Phone: (418) 644-4545 (Quebec City)

Phone: (514) 644-4545 (Montreal)

Toll-Free in Quebec: 1-877-644-4545

Website: www.msss.gouv.qc.ca/en

RAMQ Health Insurance Plan

Insured persons can obtain medical services free of charge under the Health Insurance Plan. In addition to medical services, the Health Insurance Plan covers a range of other services designed to meet special needs.

Phone: (514) 864-3411 (Montreal)

Toll-Free in Quebec: 1-800-561-9749

Website: www.ramq.gouv.qc.ca/en/citoyens/assurancemaladie

Public Prescription Drug Insurance Plan

The Public Prescription Drug Insurance Plan is a government insurance plan offering basic prescription drug coverage.

Phone: (514) 864-3411 (Montreal)

Toll-Free in Quebec: 1-800-561-9749

Website: www.ramq.gouv.qc.ca/en/citoyens/assurance_medicaments/regimepublic/regimepublic.shtml

Info Santé

Info Santé is a nurse telephone advice and health information service. This service is available 24 hours a day, 7 days a week.

Phone (within Quebec): 811

Website: www.msss.gouv.qc.ca/en/sujets/organisation/info-sante-811.php

Regional Health Authorities

There are eighteen regional health authorities in Quebec (fifteen health and social services agencies and three other regional associations) whose responsibility it is to coordinate and implement health and social services in their region.

Website: www.msss.gouv.qc.ca/en/regions

Wait Times Information

The Quebec Access to Specialized Medical Services website provides information about wait times for certain procedures at Quebec hospitals.

Website: www.msss.gouv.qc.ca/en/sujets/organisation/waiting_lists.html

Quebec College of Physicians

Contact your provincial college for information on locating a physician or to make formal complaints.

Collège des médecins du Québec Public (general inquiries)

Phone: (514) 933-4441 (Montreal)

Toll-Free: 1-888-MÉDECIN (633-3246)

Website: www.cmq.org (Select English)

Resources for Complaints

If you have a concern, you should address it directly with the service provider(s) or organization(s) involved. To make a complaint, consider contacting:

Commissioner for Insured Persons' Complaints

Phone: (418) 682-5145

Toll-Free in Quebec: 1-888-899-2121

Website: www.ramq.gouv.qc.ca/en/regie/qualitede_service/commissaireauxplaintes.shtml

Collège des médecins du Québec Illegal Practice of Medicine

Phone: (514) 933-4588

Toll-Free: 1-888-MÉDECIN (633-3246)

Website: www.cmq.org (Select English)

Quebec Ombudsman

Phone: (418) 643-2688 (Quebec City)

Phone: (514) 873-2032 (Montreal)

Toll-Free in Quebec: 1-800-463-5070

Website: www.protecteurducitoyen.qc.ca/en

Commission d'accès à l'information

Phone: (418) 528-7741 (Quebec City)

Phone: (514) 873-4196 (Montreal)

Toll-Free in Quebec: 1-888-528-7741

Website: www.cai.gouv.qc.ca (Select English)