SANTÉ QUÉBEC

What is 811?

811 is a **free and confidential telephone consultation service** you can call for **professional advice** on **non-urgent health issues** or for psychosocial consultations.

Option 1 - Info-Santé

Access to qualified nursing staff for non-urgent health issues.

Option 2 - Info-Social

Quick access to a psychosocial worker for any psychosocial needs.

Option 3 - Primary Care Access Point (GAP)

Service aimed at those who do not have a family doctor or a nurse practitioner specialized in primary care.

Access to a needs assessment for referral to the right professional.

FOR ANY URGENT PHYSICAL OR MENTAL HEALTH PROBLEM, DIAL 911.

What role do staff play?

When you call Info-Santé, a nurse will:

- Assess your situation;
- Offer advice and guidance for self-care, including what to watch for at home;
- Refer you to the right service or to the right resource person, if necessary.

When you call Info-Social, a psychosocial worker will:

- Assess your needs;
- Listen and make suggestions based on your specific situation;
- Provide you with an opportunity to pause and to talk to a counselor about the issue you are concerned about;
- Refer you to the right resources (health and social services network or community organization).

When should I call 811?

When you have a non-urgent health issue that requires an assessment and the advice of a healthcare professional.

To speak to a nurse or a psychosocial worker, about yourself or a loved one, dial 811 from a landline or a cell phone with a Québec-based number.

Can't get through to 811?
Don't worry, you can reach the team of professionals at Info-Santé or Info-Social by calling 1 833-811-8110.

Services are available 24/7

Examples of situations in which you can call 811

Option 1 - Info-Santé

- Flu that persists for several days
- Child with a high fever and wondering if you should go to the emergency
- Self-care advice to relieve itching and swelling caused by an insect sting

Option 2 - Info-Social

- Situation that is causing you considerable anxiety or stress
- Worried about a loved one
- Grief and loss (you or a loved one)
- Family or marital/relationship problems

Option 3 - GAP

- Prescription renewal if it cannot be extended by your pharmacist
- Urinary tract infection (UTI)
- Chronic illness

811 services are available in English and in French.

Individuals who have a hearing impairment can use a telephone relay service to access services.

How to get an appointment at a clinic?

To make an appointment with a doctor at an urgent care clinic, go to one of these free provincial platforms:

Rendez-vous Santé Québec:
Allows you to schedule an appointment online for a medical consultation. This service is available to those who have a health insurance card issued by the *Régie de l'assurance maladie du Québec* (RAMQ).

Clic Santé:
Allows you to make appointments for a wide range of consultations (blood tests, vaccination, etc.) at both public and private facilities.

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