Before going to Emergency

Quickly find the help you need

These services may be what you need.

811

Physical and mental health

Call 811

Option 1
Nurse

For example:

- Fever, lingering cough, gastroenteritis
- Earache
- Concerns following a fall

Option 2
Psychosocial worker

For example:

- Anxiety, stress, or distress
- Separation, bereavement, or family conflict

Option 3
PCAP, if you do not have a family doctor or SNP

- Evaluation, over the phone or online: gap.soinsvirtuels.gouv.qc.ca;
- Referral to the appropriate service or health professional

Medical appointments

Consult your doctor or SNP

- Call your doctor or SNP
- If there are no appointments available, book an appointment online: rvsq.gouv.qc.ca
- If you do not have a family doctor, call 811, option 3, or visit: gap.soinsvirtuels.gouv.qc.ca

Non-urgent health problems

Speak to your pharmacist

For example:

- Questions about your medications
- Vaccination
- Uncomplicated urinary tract infection
- Cold, sore throat, or cough
- And much more!

Santé Québec Montérégie-Ouest
Novembre 2026

Santé Québec

Nursing care or psychosocial support

Call your CLSC

Nursing care

For example:

- Wound care
- Animal bite
- Ear cleaning

Soutien psychosocial

For example:

- Anxiety, stress, or distress
- Separation, bereavement, or family conflict

Local points of service (LPS)

Visit Clic Santé

Clic Santé offers several services in one place. Find the service you need and book an appointment online at: clicsante.ca

For example:

- Vaccination
- Screening tests
- Blood tests or specimen collections

Help is available in your community

Call 211

211 will connect you with services available near you. For example:

- Food assistance
- Services for older adults
- Employment and income support
- Thrift stores and material assistance
- Housing
- Mental health and addictions
- Transportation
- Violence and abuse

For more information:
santemonteregie-qc.ca/ouest

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