



Making a call

A call to 811 takes place as follows :

- The user must provide certain personal information;
- Their needs will be assessed and met;
- The user will then be referred to an appropriate resource, if necessary.

Service accessibility

- English-speaking residents can get an answer in English.

811 services are tailored to the specific needs of certain groups of individuals. People who are hard of hearing can use a relay service to access Info-Santé 811.

Assessment • Advice Referral to appropriate resources

However, if there is a serious problem or urgent need, it is important to call **911** or go to the emergency department.

Anyone living in Quebec can call 811 on behalf of themselves or a loved one.

Three options to meet your needs

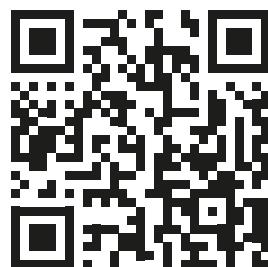
- **811, option 1**
Info-Santé for health advice 24/7
- **811, option 2**
Info-Social for psychosocial advice 24/7
- **811, option 3**
Primary Care Access Point (GAP) 24/7

811 is a free and confidential telephone consultation service.

If 811 does not work, you can call the following number : **1-866-567-4036**



Info-Santé • Info-social • GAP



Visit the web page for further information

cissss-outaouais.gouv.qc.ca/811

Centre intégré
de santé
et de services sociaux
de l'Outaouais

Québec



Option 1

To speak with a qualified Info-Santé nurse

Call **811, option 1** to reach a nurse for a 24/7 non-urgent medical condition.

The 811 nurses will assess and make recommendations based on your health condition. They can answer your questions and direct you to the most appropriate resource in your area, depending on your situation.

Calling Info-Santé 811 often avoids unnecessary visits to the clinic or emergency department.



811, option 1

Info-Santé for health advice 24/7

811, option 2

Info-Social for psychosocial advice 24/7

811, option 3

Primary Care Access Point (GAP) 24/7

If 811 does not work, you can call the following number :

1-866-567-4036

Option 2

To speak with a psychosocial counsellor

Call **811 option 2** to reach a psychosocial professional 24/7 if there is a psychosocial problem.

Info-Social 811 professionals provide advice and can answer psychosocial questions. Psychosocial workers will analyze your needs and can refer you to an appropriate resource in the health and social services network or to a community resource.

Here are examples of when you can call Info-Social 811 :

- You are going through a situation where you are experiencing anxiety.
- You have concerns regarding a loved one.
- You are experiencing difficulties with your family or partner.
- You are experiencing a bereavement.
- You are a victim of sexual assault.
- You or someone close to you are experiencing a loss of autonomy.
- You have an alcohol or drug addiction problem.

If you have suicidal thoughts,
you can also contact

1 866-APPELLE (277-3553)

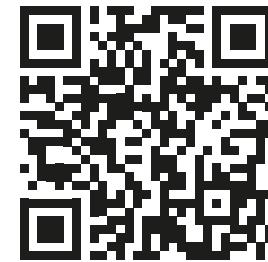
Option 3

To speak with a nurse or agent for Quebec residents without a family doctor

Anyone who does not have a family doctor and resides in Quebec can contact the Primary Care Access Point (GAP). It allows you to find the health service that best meets your needs.

The GAP offers recommendations tailored to your needs and shows you the options available for obtaining health or psychosocial services. This will allow you to be referred to a pharmacy, discover a support program or be informed about the best at-home care.

Online application via the 24/7 digital GAP :



You can also consult :

- Registering with a family doctor or a specialized nurse practitioner in primary care