



PROVINCIAL
Health Care
and Services



Content

Provincial Health Care and Services

- 177** Organisation of Quebec's health and social services network
- 181** Access of the First Nations members to the RAMQ's services
- 183** Health care that is not covered
- 184** Assistance program of the RAMQ - Optometry services
- 187** Assistance program of the RAMQ - Permanent ostomy supplies
- 191** Assistance program of the RAMQ - Hearing aids
- 194** Assistance program of the RAMQ - Assistive devices for people with physical disabilities
- 197** The Canadian Cancer Society
- 198** Guide on the assistance Programs intended for people with disabilities and their families
- 199** Quebec's assisted reproduction program
- 200** *Centre de réadaptation en déficience physique (CRDP)*
- 201** *Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement (CRDI)*
- 202** *Commission de la santé et de la sécurité du travail (CSST)*
- 203** *Société de l'assurance automobile du Québec*
- 204** List of Respondents First Nations issues
Agences de la santé et des services sociaux



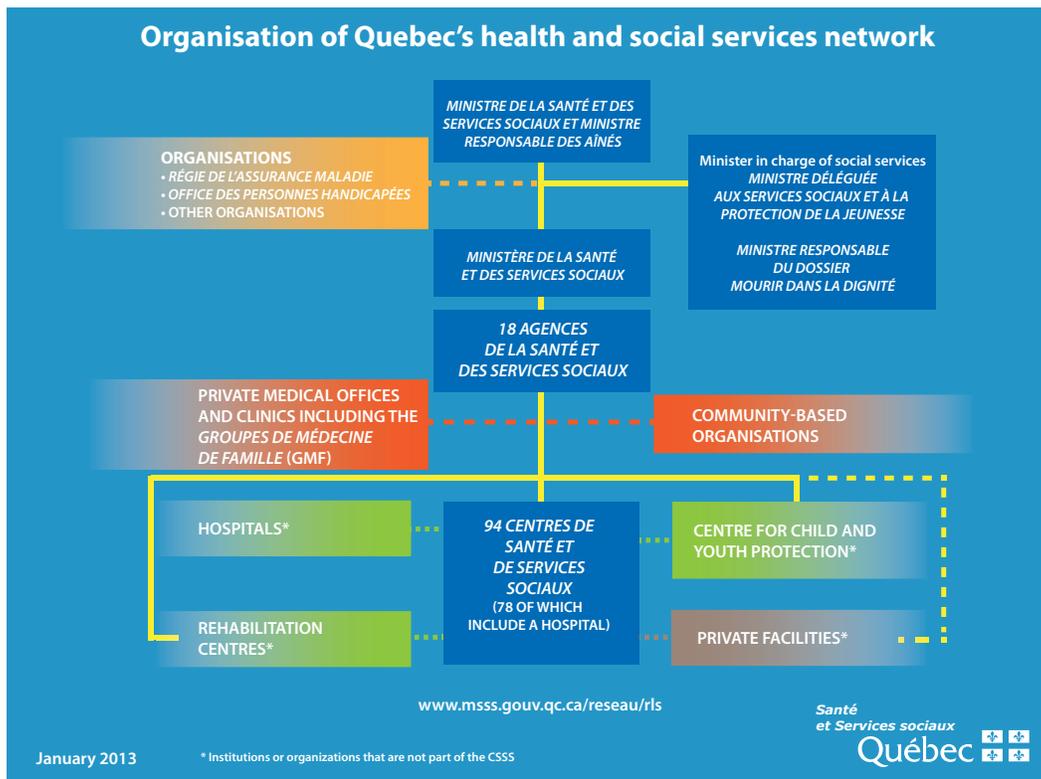
THE HEALTH CARE AND SERVICES OFFERED BY THE PROVINCIAL NETWORK

The *Ministère de la Santé et des Services sociaux* (MSSS) administers many health and social services organisations and facilities in the province of Quebec including:

- The *Agences de santé et des services sociaux*;
- The *Centres de santé et de services sociaux* (CSSS);
- The *Régie de l'assurance maladie du Québec* (RAMQ);
- Others.



See the organisation chart below



CONTENT - Health care and services offered by the provincial

ROLE OF THE *AGENCES DE SANTÉ ET DE SERVICES SOCIAUX*

The *Agences* perform the functions required for the coordination and implementation of the health and social services in their respective regions, particularly in terms of funding, allocation of human resources and access to specialised services.

They also facilitate the development and management of the local health and social services networks. Finally, they provide regional public health services in the areas of state of health and well-being surveillance, promotion, prevention and protection.

There are 18 Agences de santé in Quebec.

ROLE OF THE *CENTRES DE SANTÉ ET DE SERVICES SOCIAUX*

At the heart of each of the local service networks is an establishment referred to as the Centre de santé et de services sociaux (CSSS), resulting from the fusion of the Centres locaux de services communautaires (CLSC), the Centres d'hébergement et de soins de longue durée (CHSLD) and, in most cases, a hospital.

The CSSS is the doorway allowing the population of its territory to access the health and social services it requires. There are **94 CSSS in Quebec**.

The health services provided in the CSSS vary between establishments. **The First Nations people have access to these health services.** However, the clientele must travel to the establishment to obtain these services. In some regions of Quebec, positive examples of collaboration have been identified between the CSSS and the health centres of the First Nations communities.



RÉGIE DE L'ASSURANCE MALADIE DU QUÉBEC (RAMQ)

Created in 1969, this organisation is under the authority of the Minister of Health and Social Services and administers the public health insurance and drug insurance plans as well as approximately forty other programs.

Within the health and social services system, the mission of the *Régie* is to:

- Inform the population;
- Manage people's eligibility;
- Compensate the health professionals;
- Insure the safe circulation of the information.

- **RÉGIME D'ASSURANCE MALADIE**

When someone is eligible for Quebec's health insurance plan, the *Régie* must issue a health insurance card to them. This card allows access to the health services that are covered by the plan such as medical services and hospitalisation.

- **RÉGIME PUBLIC D'ASSURANCE MÉDICAMENTS**

The public drug insurance plan offers basic drug coverage intended for the Quebec population that is not covered by another insurance plan (public or private).

**Régie de
l'assurance maladie**
Québec 

CLIENTELE COVERED BY THE *RÉGIME PUBLIC D'ASSURANCE MÉDICAMENT DU QUÉBEC*

Quebec residents are required to secure drug insurance protection for themselves and their families. Those who do not have the opportunity to contribute to a private insurance plan are required to be registered with the RAMQ.



IMPORTANT NOTE

All of the First Nations members, regardless of their age or residential address, are legally excluded from the *Régime public d'assurance médicament du Québec*. This means that they must rely on Health Canada's Non-Insured Health Benefits (NIHB) program for drug coverage.



ACCESS OF THE FIRST NATIONS MEMBERS TO THE RAMQ'S SERVICES

First Nations have free access to all of the services provided in the CSSS and hospitals.

- Clients must travel to the CSSS in order to receive the services that they require.
- First Nations members are excluded, by law, from the drug insurance program of the RAMQ, except when they are hospitalised.

WARNING REGARDING DRUGS THAT ARE PRESCRIBED IN HOSPITALS!

When they are hospitalised, patients should never be required to pay for their drugs since these are covered by the RAMQ. However, if a First Nations member needs to renew a prescription after they are released from the hospital, the costs related to the treatment must then be billed to Health Canada's NIHB program.

Since the RAMQ's drug benefit list is much more generous than the list of drugs that are covered by the NIHB program, it is possible that a drug that was prescribed and obtained at the hospital will not be included in the list of drugs covered by Health Canada.

Consequently, when your client goes to the pharmacy in order to renew their prescription after leaving the hospital, the pharmacist may be required to request an exception from the Drug Exception Centre in Ottawa so that medical justification can be provided from the prescribing physician.

If the prescribed drug is not eligible for the program, the client must resort to the appeal process to obtain it even if the treatment was initiated during their stay in the hospital.

It could be a good idea to inform your hospitalised clients regarding the importance of ensuring that their prescribed treatment is covered by Health Canada in order to prevent and avoid delays related to accessing their drugs at the pharmacy.

You can also consult the **pharmacy section** of this guide in order to properly understand the various categories of drugs and the different access processes associated with each of the categories.

The following table summarises the services that are provided to the First Nations members by the RAMQ and/or Health Canada's Non-Insured Health Benefits (NIHB) program.

Services offered	RAMQ	NIHB
Vision care	<ul style="list-style-type: none"> • Children less than 18 years of age • 65 years and up • Provincial income security beneficiaries • Those with impaired vision 	<ul style="list-style-type: none"> • First Nations members between 18 and 64 years of age • Federal income security beneficiaries (on-reserve)
Dental care	<ul style="list-style-type: none"> • Children less than 10 years of age • Adults 65 years and up • Provincial income security beneficiaries 	<ul style="list-style-type: none"> • First Nations members between the ages of 10 and 65 years • Federal income security beneficiaries (on-reserve)
Medical transportation	<ul style="list-style-type: none"> • Provincial income security beneficiaries 	<ul style="list-style-type: none"> • Status First Nations members • Residing both on- or off-reserve
Pharmacy/drugs	<ul style="list-style-type: none"> • In the hospital setting only 	<ul style="list-style-type: none"> • Children less than one year of age with a First Nations parent • Status First Nations members
Orthodontics	<ul style="list-style-type: none"> • Not covered 	<ul style="list-style-type: none"> • Evaluation on a case by case basis - those under 18 years of age only (except for special cases, consult the orthodontics section of this guide for more information)
Medical supplies and equipment	<ul style="list-style-type: none"> • Provincial income security beneficiaries • Many programs are offered by the RAMQ <p> (See the list in this section. Examples: wheelchairs, hearing aids, vision aids, ostomy devices, etc.)</p>	<ul style="list-style-type: none"> • Status First Nations members • Federal income security beneficiaries (on-reserve)
Crisis intervention mental health counselling	<ul style="list-style-type: none"> • Offered by the CSSS and hospitals 	<ul style="list-style-type: none"> • Status First Nations members • Federal income security beneficiaries (on-reserve)
Physiotherapy and occupational therapy	<ul style="list-style-type: none"> • Hospitals/provincial rehabilitation centres 	<ul style="list-style-type: none"> • Not covered
Chiropractics and podiatry	<ul style="list-style-type: none"> • Not covered – private clinic only 	<ul style="list-style-type: none"> • Not covered



HEALTH CARE THAT IS NOT COVERED

There are also medical services that **are not covered by either the RAMQ or the NIHB program. Only private insurance plans can provide coverage for these costs.**

The following is an outline of the services that are usually not covered by public programs (this list is not exhaustive).

- Services rendered for cosmetic purposes;
- Acupuncture;
- Varicose vein treatment by injection and the evaluation performed for this purpose in a private clinic;
- Psychoanalysis (except in an establishment that is authorised for this purpose by the Minister of Health and Social Services such as a CLSC or hospital);
- Laboratory services (except in a hospital);
- Chiropractic treatment ;
- Etc.

It is possible to contact the RAMQ or Health Canada directly if you have any questions regarding the coverage of certain types of health care and services.

Information on medical service coverage	
RAMQ: Office hours (except on Holidays) Monday from 8:30 am to 4:30 pm Tuesday from 8:30 am to 4:30 pm Wednesday from 10 am to 4:30 pm Thursday from 8:30 am to 4:30 pm Friday from 8:30 am to 4:30 pm	1-800-561-9749
Health Canada's Claims Processing Centre Office hours (except on Holidays) Monday to Friday From 8 am to 12 pm From 1 pm to 4 pm	1-877-483-1575
Health Care Liaison Agent FNQLHSSC Office hours (except on Holidays) Monday to Thursday From 8 am to 12 pm From 1 pm to 4:30 pm Friday from 8 am to 12 pm	418-842-1540

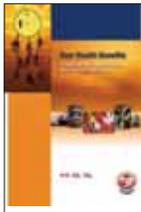


ASSISTANCE PROGRAM OF THE RAMQ – OPTOMETRY SERVICES

CLIENTELE ELIGIBLE FOR THE VISION CARE SERVICES COVERED BY THE RAMQ:

- Children less than 18 years of age;
- Those 65 years and up;
- Provincial income security beneficiaries;
- People with impaired vision.

All other First Nations members must rely on Health Canada's vision care program.



See all of the vision care and services provided by Health Canada on pages 4 to 6 of the NIHB information booklet.

WHAT TYPES OF VISION CARE AND SERVICES ARE COVERED BY THE RAMQ FOR THOSE WHO ARE ELIGIBLE?

- The complete basic examination, which allows for identifying vision problems, monitoring their evolution and evaluating the state of health of the eyes;
- Specific examinations for a particular condition such as strabismus;
- Evaluations related to colour vision, visual field, eye movement and eye adjustment to light;
- The prescription of corrective lenses or contact lenses following an examination or the prescription of exercises to improve sight or referral to another health professional such as an ophthalmologist.

Exceptions	<ul style="list-style-type: none"> • The orthoptic examination, which namely allows for diagnosing strabismus, is only covered for children ages 16 years and under. • The examination, which requires dilation, of the inner eye and retina is only covered for those being treated for diabetes and for those with five or more diopters of myopia.
Restrictions	<ul style="list-style-type: none"> • People under 18 years of age and those 65 years and up are entitled to one complete examination and one colour vision evaluation per civil year.
Exclusions Non-exhaustive list	<ul style="list-style-type: none"> • Certain ophthalmology examinations require the administration of medication and anesthetic agents (particularly drops for pupil dilation) that are not covered by the RAMQ or Health Canada. • A vision examination required by an educational institution, employer, insurer, vacation camp, association or an organisation. • A vision examination required to obtain a driver's license for a passenger vehicle or motorcycle. • Contact lenses for cosmetic purposes. • Laser eye surgery. • Etc.



INCOME SECURITY BENEFICIARIES

Provincial income security

They are entitled to a complete examination every 24 months.

The fees associated with the purchasing of corrective lenses are covered by the Ministère de l'Emploi et de la Solidarité sociale according to a predetermined fee schedule.

<http://www.mess.gouv.qc.ca/regles-normatives/b-aides-financieres/05-prestations-speciales/05.01.03.54.html>

Federal income security (on-reserve)

They are entitled to a complete examination every 24 months.

The fees associated with the purchasing of corrective lenses are covered by Health Canada according to a predetermined fee schedule.



See pages 4 and 5 of the NIHB information booklet.



ASSISTANCE PROGRAM OF THE RAMQ – PERMANENT OSTOMY SUPPLIES

The permanent ostomy program is intended for all those who are covered by the *Régime d'assurance maladie du Québec*, including First Nations members who have undergone a colostomy, ileostomy or urostomy procedure and who have a medical certificate attesting to the permanent nature of one of these interventions.

WHAT SERVICES ARE COVERED?

A person who is eligible for Quebec's health insurance plan and who meets the required conditions **is entitled to an annual lump sum of \$700 per ostomy** in order to enable them to cover a major portion of the cost of the necessary supplies.

Then, every year, on the anniversary date of the surgical procedure, this person is entitled to another lump sum of \$700 per ostomy in order to cover the cost of replacing these supplies. **If the address changes, do not forget to report it.** It is also necessary to inform the *Régie* regarding any ostomy modification or closure.

Registration procedure for the RAMQ's assistance program intended for those with permanent ostomies:

- Fill out the program registration form;
 -  See the appended registration form.
- A medical certificate must be provided;
 -  See Important note

Send these to the following address:

Régie de l'assurance maladie du Québec
Programme d'aide aux stomisés permanents (Q039)
C.P. 6600
Quebec (Quebec)
G1K 7T3



IMPORTANT NOTE

The medical certificate must include:

- The date of the surgical intervention;
- A description of the nature of the intervention (colostomy, ileostomy or urostomy) and its permanent status;
- The first and last name of the insured individual;
- The dated and signed medical certificate and the number and name of the professional, indicated in an easy-to-read fashion.

It is highly probable that the annual cost of the supplies will exceed the amount of \$700 allocated by the RAMQ. The difference in cost will then be covered by Health Canada (except for the provincial income assistance beneficiaries).



HOW MUST ONE PROCEED TO SEEK REIMBURSEMENT FOR THE DIFFERENCE IN COST FROM HEALTH CANADA?

Within three months following their registration for the assistance program, the patient will receive a cheque in the amount of \$700 from the RAMQ. **They must then carefully save all of the ORIGINAL INVOICES related to the spending of this amount for medical supplies.**

Once your client has exhausted the \$700 from the RAMQ, they must then forward by mail to Health Canada all of the **ORIGINAL INVOICES** obtained to the following address:

First Nations and Inuit Health Branch
Quebec region
Non-Insured Health Benefits
Guy-Favreau Complex, East Tower, Suite 404
200 René-Lévesque Boulevard West
Montreal, Quebec H2Z 1X4

Then, the provider can deal directly with Health Canada and seek preauthorisation for all of the additional ostomy supplies that they will require for the remainder of the year. By proceeding in this fashion, your client will have access to their supplies without being forced to pay for them using their own money. Or, the client can pay for their supplies and then seek reimbursement from Health Canada.

 See the medical supplies and equipment section of this guide.

INCOME SECURITY BENEFICIARIES

FOR PROVINCIAL INCOME SECURITY BENEFICIARIES

The costs exceeding the annual \$700 amount for the purchasing of ostomy supplies are covered by the RAMQ pending the presentation of detailed invoices.

It is also possible for the pharmacy to reach an agreement with the RAMQ so that the invoices for the ostomy supplies exceeding the \$700 can be sent directly to the RAMQ, thereby avoiding the need for the client to pay at the counter before seeking reimbursement. To reach this type of agreement, the pharmacy and the client must make a request to the RAMQ.

RAMQ customer service: 1-800-561-9749

FOR FEDERAL INCOME SECURITY BENEFICIARIES (ON-RESERVE)

The costs exceeding the annual \$700 amount from the RAMQ related to ostomy supplies are covered by the NIHB program pending the presentation of detailed invoices.

CHSLD/HOSPITALS

A person who is staying in a subsidised facility is not entitled to the \$700 amount since the establishment is obligated to provide them with bags and other ostomy-related supplies free-of-charge.



ASSISTANCE PROGRAM OF THE RAMQ – HEARING AIDS

The hearing aids program is intended for all those who are covered by the RAMQ, including First Nations members, suffering from a loss of hearing.

The RAMQ usually pays for a single hearing aid.

CRITERIA OR CONDITIONS FOR THE ALLOCATION OF A HEARING AID:

- A person less than 12 years of age suffering from a loss of hearing that is liable to compromise their speech and language development;
- A person over 12 years of age and less than 19 years of age who is suffering from an average hearing loss of at least 25 decibels in one ear;
- A person over 19 years of age who is suffering from an average hearing loss of at least 25 decibels in one ear and who is pursuing studies leading to a diploma or certificate that is recognised by the Ministre de l'Éducation, du Loisir et du Sport;
- A person whose ear with the greatest hearing capacity is affected with an average hearing loss of at least 35 decibels (with no age limit);
- A person who, in addition to hearing loss, is faced with other deficiencies and for whom all of these other functional limitations are impeding their social, educational or professional integration (with no age limit).

WHAT SERVICES ARE COVERED BY THE RAMQ?

- **The purchasing and replacement of a hearing aid** (device serving to improve hearing);
- **The purchasing and replacement of assistive hearing devices** (devices used to compensate for hearing impairment) such as, for example, a decoder, teleprinter, telephone amplifier, adapted alarm clock, a doorbell and telephone ring detector, etc.

THE RAMQ ONLY COVERS A SECOND HEARING AID FOR:

- People under 19 years of age;
- Those with impaired vision;
- People ages 19 years and up who are pursuing recognised studies;
- Employed salary-earning individuals;
- Etc.

See the complete list of exceptions for a second hearing aid on the RAMQ's website located at www.ramq.qc.ca or call 1-800-561-9749.

HOW CAN ONE BE REIMBURSED FOR A FIRST HEARING AID BY THE RAMQ?

- Obtain from an otolaryngologist a **medical certificate** attesting to the hearing impairment and its permanent nature;
- Obtain from an otolaryngologist or audiologist an **audiogram** (evaluation of the degree of hearing loss) as well as **certification regarding the need for a hearing aid**.

Then, the person who is in need of a hearing aid must visit a hearing aid specialist in Quebec and provide them with the required documents.

 See the list of hearing aid providers who are authorised by the RAMQ on their website at www.ramq.qc.ca.

HEALTH CANADA CAN COVER THE SECOND HEARING AID

Health Canada can provide coverage for a second hearing aid when the client is ineligible for a second hearing aid from the RAMQ.

The clients must provide proof that the RAMQ has paid for a first hearing aid. Health Canada will then allocate **the same amount** for the second hearing aid.

Usually, it is the provider who requests prior authorisation from Health Canada for a second hearing aid. The provider is therefore able to provide proof of purchase for the first hearing aid that was paid by the RAMQ.

If the provider is unwilling to collaborate with Health Canada or if the client has already paid for the second hearing aid, it is possible for them to seek reimbursement from Health Canada.

Your client must:

- Contact Health Canada's Claims Processing Centre to find out which documents must be submitted for the reimbursement: 1-877-483-1575;
- Send the proof of purchase by the RAMQ for the first hearing aid and the original invoice for the second hearing aid if it has already been paid to the following address:

First Nations and Inuit Health Branch

Quebec region
Non-Insured Health Benefits
Guy-Favreau Complex, East Tower, Suite 404
200 René-Lévesque Boulevard West
Montreal, Quebec H2Z 1X4

 See the section on medical supplies and equipment in this guide.



ASSISTANCE PROGRAM OF THE RAMQ ASSISTIVE DEVICES FOR PEOPLE WITH PHYSICAL DISABILITIES

This program allows people who are covered by the RAMQ program, including First Nations members, with a motor disability, to obtain orthopaedic devices as well as locomotion and postural aids.

It is important to mention that Health Canada will provide coverage for certain devices only when the RAMQ does not.



See the benefits and criteria related to the devices covered by Health Canada in the section on medical supplies and equipment in this guide.

Health Canada requires that First Nations first use the physical disability assistance program of the RAMQ before they can benefit from the supplies that are provided by the NIHB program.

When your client's motor assistance need is limited to a short period of time (from a few weeks to a few months), the renting of certain articles can be covered by Health Canada.

For example: If your client is in need of a wheelchair in a permanent fashion, it is possible that Health Canada may cover the cost of renting one during the period needed to access this equipment through the RAMQ.

Generally-speaking, in order to access this assistance program of the RAMQ, the client must:

- **Obtain a written medical prescription.** This prescription can be delivered by an orthopaedist, physiacist, neurologist, neurosurgeon, rheumatologist or geriatrician.

(Certain devices and services that are provided to someone due to severe cardiovascular or cardiorespiratory failure must be prescribed by a cardiologist or a pneumonologist; or they may require an assessment of the client's needs by a health professional);

- **Visit an establishment that is authorised by the RAMQ.**



You can consult the list of establishments that are recognised by the RAMQ across the province as well as all of the information needed to obtain these devices at: www.ramq.gouv.qc.ca.

SERVICES OFFERED BY THE ASSISTANCE PROGRAM OF THE RAMQ

The purchasing, adjustment, replacement, repair and, in some cases, the adjustment of the:

- **Mobility aids;** crutches, canes and walkers;
- **Verticalisation aids;** support for the trunk and the lower limbs thereby facilitating the standing position;
- **Locomotion aids;** these include manual or motorised wheelchairs, trolleys for positioning, orthomobiles and strollers for children;
- **Postural aids;** a postural aid maintains one or more parts of the body (head, upper and lower limbs, spinal cord) in a seated position in a wheelchair or trolley.

For more information on the goods and services covered by the RAMQ, the amount allocated for the devices, the rates of the devices and the associated services, or to find out where to obtain them, you can consult the RAMQ's website located at www.ramq.gouv.qc.ca or call the RAMQ customer service: 1-800-561-9749.

EXCLUSIONS OF THE RAMQ for physical disability aids

- The RAMQ does not cover walkers with wheels and seats (Health Canada can pay for these).
- The RAMQ does not cover three-wheel and four-wheel scooters; however the *Ministère de la Santé et Services sociaux* offers a program that specifically addresses this need.

SPECIAL PROGRAMS OF THE MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX (MSSS)

The MSSS offers a **technical assistance program for people with disabilities** offering, for example, mobility aids: three-wheel and four-wheel scooters.

Considering that scooters are excluded from the NIHB program, this program of the Ministère could be of interest to your clientele. Here are the two rehabilitation centres that are responsible for providing scooters in Quebec.

FOR EASTERN QUEBEC	FOR WESTERN QUEBEC
<i>INSTITUT DE RÉADAPTATION EN DÉFICIENCE PHYSIQUE DE QUÉBEC</i> 525, BOULEVARD WILFRID-HAMEL QUÉBEC (QUÉBEC) G1M 2S8	<i>INSTITUT DE RÉADAPTATION GINGRAS-LINDSAY-DE-MONTRÉAL</i> 6363, HUDSON MONTRÉAL (QUÉBEC) H3S 1M9

PROBLEM TO BE ANTICIPATED

The RAMQ sometimes requests an evaluation performed by a professional (e.g. occupational therapist, etc.) before providing medical equipment (i.e. a wheelchair, etc.). There is often a waiting list to access establishments providing these evaluations (CLSC, hospitals, etc.).

This wait period could prevent your client from gaining quick access to their wheelchair or walker. In this type of situation, you can contact Health Canada to examine the possibility of receiving coverage to rent this type of equipment, if this delay could have an impact on your client's health. In this situation, a case by case analysis will be performed by Health Canada.

Claims Processing Centre: 1-877-483-1575



THE CANADIAN CANCER SOCIETY

The Canadian Cancer Society is a pan-Canadian volunteer organisation whose mission is the eradication of cancer and the enhancement of the quality of life of people living with cancer.

You can visit this organisation's website in order to access the following types of information:

- Information on cancer;
- Information on cancer prevention;
- Information on cancer research;
- Support and services offered to patients;
- Available publications;
- Etc.

<http://www.cancer.ca/>

Direct support for the patient and their entourage

The Canadian Cancer Society offers support and information to **patients, their friends and relatives as well as the caregiving personnel.**

The following are some examples of the types of information you can obtain:

- Reliable information on cancer;
- Emotional support;
- Assistance of a material and financial nature;
- Accommodation services;
- Complementary documentation (e.g. nutrition, pain relief, etc.).

Telephone: 1-888-939-3333



Our 14 regional offices and multiple service centers

Abitibi-Témiscamingue/Jamésie	819-762-6707	Toll free: 1-800-267-6707
Bas St-Laurent/Gaspésie/Îles-de-la-Madeleine	418-723-5116	Toll free: 1-888-823-5116
Centre-du-Québec	418-478-3261	
Estrie	819-562-8869	
Laurentides	450-436-2691	
Laval-Lanaudière	450-668-1013	Toll free: 1-888-668-1013
Mauricie	819-374-6744	
Montréal	514-255-5151	
Outaouais	819-777-4428	
Québec/Chaudière/Appalaches	418-683-8666	
Richelieu/Yamaska	450-773-1003	Toll free: 1-877-222-1665
Rive-Sud	450-442-9430	
Saguenay – Lac-St-Jean/Chibougamau/Chapais/Côte-Nord	418-543-2222	Toll free: 1-800-463-0417
Sud-Ouest	450-692-5110	

To obtain the coordinates of the nearest service center near you, contact your regional office or the Cancer Information Service.

CONTENT - Health care and services offered by the provincial



GUIDE ON THE ASSISTANCE PROGRAMS INTENDED FOR PEOPLE WITH DISABILITIES AND THEIR FAMILIES OF THE *MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX*

The MSSS entrusted the *Office des personnes handicapées du Québec* (OPHQ) with the mandate to develop the *Guide des programmes d'aide pour les personnes handicapées et leur famille* (free translation: guide on the assistance programs intended for people with disabilities and their families) focusing on financial assistance, medical supplies and equipment, etc.

Each program listed in this guide has an information section describing the eligibility criteria, the assistance offered and the procedures to access them.

You will find the *Guide des programmes d'aide pour les personnes handicapées et leur famille* on the website of the Office des personnes handicapées du Québec at www.ophq.gouv.qc.ca (under the relevant documents tab).





QUEBEC'S ASSISTED REPRODUCTION PROGRAM

The *Ministère de la Santé et des Services sociaux du Québec* offers a program providing access to reimbursement for the costs related to assisted reproductive treatment for couples and women who wish to have children.

The RAMQ and certain private insurers can cover the costs of the medication related to the assisted reproduction program.

Unfortunately, the drugs used to treat infertility are **excluded** from Health Canada's program. It is therefore not possible to be reimbursed and this situation cannot be appealed.

For more general information on the programs and services of the Quebec government, you can call Services Québec's information line.

Quebec region: 418-644-4545

Montreal region: 514-644-4545

Elsewhere in Quebec: 1-877-644-4545 (toll free)

Ministère de la Santé et des Services sociaux

www.msss.gouv.qc.ca

Programme québécois de procréation assistée

<http://www.msss.gouv.qc.ca/sujets/santepub/procreation.php>



CENTRE DE RÉADAPTATION EN DÉFICIENCE PHYSIQUE (CRDP)

The *centres de réadaptation en déficience physique* (CRDP) offer specialised and in some cases subspecialised adaptation, rehabilitation and social integration services intended for those who are in need of them due to significant and persistent impairment stemming from a physical disability (hearing, language, motor or visual).

They also provide support and assistance services for the families and loved ones of these individuals. The goal of these interventions consists of fostering people's optimal social participation.

People with a physical disability can receive, with a referral, services from 21 rehabilitation establishments for people with disabilities divided among 108 points of service for the entire territory of Quebec.

For more information and to locate a CRDP near you, contact the:

Association des établissements de réadaptation en déficience physique du Québec

1001 de Maisonneuve West Blvd
Suite 430
Montreal (Québec) H3A 3C8
Telephone: 514-282-4205
Fax: 514-847-9473
info@aerdpq.org





CENTRES DE RÉADAPTATION EN DÉFICIENCE INTELLECTUELLE ET EN TROUBLES ENVAHISSANTS DU DÉVELOPPEMENT (CRDI)

The mission of the *centres de réadaptation en déficience intellectuelle* is to provide specialised adaptation, rehabilitation and social integration services intended for people of all ages with an intellectual disability (ID) or pervasive developmental disorder (PDD), that is sometimes associated with other types of disabilities (physical or sensory) or disorders such as severe behavioural disorders.

Their services are also intended for children less than six years of age experiencing a global developmental delay. The CRDI also provides support and assistance to the entourages of these individuals in order to maximise the improvement of their quality of life while enabling them to fully exercise their citizenship.

For more information and to locate a CRDI near you, contact the:

Fédération québécoise des centres de réadaptation en déficience intellectuelle et en troubles envahissants du développement

1001 Sherbrooke East St., suite
Montréal (Québec) H2L 1L3
Telephone: 514-525-CRDI (2734)
Fax: 514-525-7075



CENTRE DE RÉADAPTATION
EN DÉFICIENCE INTELLECTUELLE



COMMISSION DE LA SANTÉ ET DE LA SÉCURITÉ DU TRAVAIL (CSST)

The CSST is the organisation to which the government has entrusted the management of the work health and safety regime.

The CSST provides an essential insurance service to the businesses that are established in Quebec. **This insurance is mandatory and allows for providing workers with compensation in the event of a work accident or an occupational disease.**

In return, it also protects employers from lawsuits.

All medical assistance fees related to professional injuries are covered by the CSST. It provides coverage for:

- The services of a health professional (physician, dentist, optometrist);
- The care and treatment received in a facility of the health and social services network of Quebec (such as in a hospital or CLSC);
- Drugs and other pharmaceutical products;
- The care and treatment provided in private facilities by professionals anticipated by the Regulation respecting Medical Aid, if this care or treatment was prescribed by the treating physician (such as physiotherapy treatment);
- Orthotics, prosthetics, technical aids, etc.;
- The costs related to travelling and accommodations pending the presentation of supporting documents (original receipts).

For more information, please contact your region's CSST office.

General information: 1-866-302-CSST (2778)



IMPORTANT NOTE

If you are a victim of a work accident or an occupational disease, you must first file a claim for your health care and services with the CSST before you can file a claim with Health Canada.





SOCIÉTÉ DE L'ASSURANCE AUTOMOBILE DU QUÉBEC

In Quebec, the public automobile insurance plan protects all road users. Each citizen in Quebec, including First Nations members, is covered for any bodily harm they are subjected to in the context of an automobile accident anywhere in the world regardless of whether or not they are responsible for the accident.

This plan is funded based on insurance premiums derived from vehicle registration fees and the cost of driver's licenses.

The automobile insurance plan can provide you with compensation, within the limitations established by the Act, for:

- The loss of your employment or unemployment income;
- Your inability to take care of a child less than 16 years of age or a person with a disability;
- The loss of a school session or year;
- The fees associated with the accident (e.g. ambulance transportation, personal assistance, clothing, corrective glasses, etc.);
- Loss of quality of life (physical suffering and pain) caused by your accident;
- The costs related to your rehabilitation;
- The death of your spouse or a dependent person.

CLAIM FOR COMPENSATION FOLLOWING AN AUTOMOBILE ACCIDENT

In Quebec

If you are injured in an automobile accident in Quebec, you must file a claim for compensation with the Société, on Monday to Friday, **from 8:30 am to 4:30 pm**, by calling **1-888-810-2525**.

Outside of Quebec

If you are injured in an automobile accident outside of Quebec, you must file a claim for compensation with the Société, on Monday to Friday, **from 8:30 am to 4:30 pm**, by calling **1-800-463-6898** (toll free in Canada and the United States).



IMPORTANT NOTE

If you are a victim of an automobile accident, you must first file a claim for your health care and services with the SAAQ before you can file a claim with Health Canada.

LIST OF RESPONDENTS FIRST NATIONS ISSUES
AGENCES DE LA SANTÉ ET DES SERVICES SOCIAUX

AGENCE DE LA SANTÉ ET DES SERVICES SOCIAUX	FIRST NATIONS COMMUNITIES	CSSS AND COMMUNITIES
<p>Agence du Saguenay – Lac-Saint-Jean - 02 Mr. Germain Couillard 930, Jacques-Cartier St. East Chicoutimi (Quebec) G7H 7K9 Telephone: 418 545-4980 ext. 323 Fax: 418 545-4718</p>	<p>Saguenay Lac St-Jean (02)</p> <ul style="list-style-type: none"> • Mashteuiatsh (2040) 	
<p>Agence de Québec - 03 Mrs. Nicole Lachance 555, Wilfrid-Hamel Blvd East Québec (Quebec) G1M 3X7 Telephone: 418 525-1500 ext. 441 Fax: 418 529-8664</p>	<p>Québec (03)</p> <ul style="list-style-type: none"> • Wendake (1301) 	
<p>Agence de la Mauricie et du Centre-du-Québec - 04 Mrs. Jocelyne Tremblay 550, Bonaventure St. Trois-Rivières (Quebec) G9A 2B5 Telephone: 819 693-3654 Fax: 819 373-1627</p>	<p>Mauricie et Centre-du-Québec (04)</p> <ul style="list-style-type: none"> • Wemotaci (1235) • Obedjiwan (2016) Except for health with 02 <ul style="list-style-type: none"> • Wôlinak (69) • Odanak (306) 	
<p>Agence de l'Outaouais - 07 Mrs. Isabelle Paradis 104, Lois St. Gatineau (Quebec) J8Y 3R7 Telephone: 819 776-7660 ext. 7654 Fax: 819 771-8632</p>	<p>Outaouais (07)</p> <ul style="list-style-type: none"> • Kitigan Zibi (1509) • Lac-Rapide (520) 	
<p>Agence de l'Abitibi-Témiscamingue - 08 Mrs. Annie Vienney 1, 9th St. Rouyn-Noranda (Quebec) J9X 2A9 Telephone: 819 764-3264 ext. 49211 Fax: 819 797-1947</p>	<p>Abitibi-Témiscamingue (08)</p> <ul style="list-style-type: none"> • Pikogan (532) • Lac-Simon (1292) • Timiskaming (588) • Kitcisakik (350) • Winneway (Long Point) (363) • Hunter's Point (9) • Eagle Village (269) 	<ul style="list-style-type: none"> • CSSS Les Eskers de l'Abitibi • CSSS de la Vallée-de-l'Or • CSSS du Témiscamingue (Pavillon Ste-Famille, Ville-Marie) • CSSS du Témiscamingue (Hunter's Point has no health centre in the community, which does not have reserve status) • CSSS du Témiscamingue (Pavillon Témiscaming-Kipawa, Témiscaming)

LIST OF RESPONDENTS FIRST NATIONS ISSUES
AGENCES DE LA SANTÉ ET DES SERVICES SOCIAUX (SUITE)

AGENCE DE LA SANTÉ ET DES SERVICES SOCIAUX	FIRST NATIONS COMMUNITIES	CSSS AND COMMUNITIES
<p>Agence de la Côte-Nord - 09 Mrs. Marie-Josée Dufour 691, Jalbert St. Baie-Comeau (Quebec) G5C 2A1 Telephone: 418 589-9845 Fax: 418 589-8574</p>	<p>Côte-Nord (09)</p> <ul style="list-style-type: none"> • Essipit (179) • Betsiamites (2764) • Uashat mak Mani Utenam (2942) • Mingan (504) • Natashquan (866) • La Romaine (Unamen Shipu) (985) • Pakua Shipi (294) • Matimekosh Lac John (720) • Kawawachikamach (604) 	
<p>Agence de la Gaspésie – Îles-de-la-Madeleine - 11 Mrs. Connie Jacques 144, Gaspé Blvd Gaspé (Quebec) G4X 1A9 Telephone: 418 368-2349 ext. 5272 Fax: 418 368-4942</p>	<p>Gaspésie – Îles-de-la-Madeleine (11)</p> <ul style="list-style-type: none"> • Listuguj (1949) • Gesgapegiag (565) • Gespeg (0) 	
<p>Agence de Lanaudière - 14 Mrs. Renée Desjardins 245, Curé-Majeau St. Joliette (Quebec) J6E 8S8 Telephone: 450 759-1157 ext. 4241 Fax: 450 759-0023</p>	<p>Lanaudière (14)</p> <ul style="list-style-type: none"> • Manawan (2017) 	
<p>Agence des Laurentides - 15 Mr. Jean-Philippe Vézina 1000, Labelle St., suite 210 Saint-Jérôme (Quebec) J7Z 5N6 Telephone: 450 436-8622 ext. 2226 Fax: 450 436-1761</p>	<p>Laurentides (15)</p> <ul style="list-style-type: none"> • Kanesatake (1327) 	
<p>Agence de la Montérégie - 16 Mrs. Michele Domingue 1255, Beauregard St. Longueuil (Quebec) J4K 2M3 Telephone: 450 928-6777 ext. 4263 Fax: 450 679-6443</p>	<p>Montérégie (16)</p> <ul style="list-style-type: none"> • Kahnawake (7425) • Akwesasne (Québec seulement) (5045) 	

LIST OF RESPONDENTS FIRST NATIONS ISSUES
AGENCES DE LA SANTÉ ET DES SERVICES SOCIAUX (SUITE)

AGENCE DE LA SANTÉ ET DES SERVICES SOCIAUX	FIRST NATIONS COMMUNITIES	CSSS AND COMMUNITIES
<p>Régie régionale du Nunavik - 17 Mrs. Jeannie May 1602, Akianut St. P.O. Box 900 Kuujjuaq (Quebec) J0M 1C0 Telephone: 819 964-2222 ext. 261 Fax: 819 964-2338</p>	<p>Nunavik (17)</p> <ul style="list-style-type: none"> • Kuujjuarapik • Umiujaq • Inukjuak • Puvirnituq • Akulivik • Ivujivikà • Salluit • Kangiqsujuaq • Quaqtaq • Kangiqsuk • Aupaluk • Tasiujaq • Kuujjuaq • Kangiqsualujuaq 	
<p>Commission de la santé et des services sociaux de la Baie-James - 18 – Terres cries Mrs. Mabel Herodier P.O. Box 250 Chisasibi (Quebec) J0M 1E0 Telephone: 819 855-9001 Montreal Telephone: 514 861-5837 Fax: 861-2681</p>	<p>Eeyou Istchee (18)</p> <ul style="list-style-type: none"> • Whapmagoostui • Chisasibi • Wemindji • Eastmain • Waskananish • Nemiscau • Waswanipi • Oujé-Bougoumou • Mistissini 	



Forms

**Provincial Health Care
and Services**

IMPORTANT – Attach the **original medical certificate**, dated and signed by the surgeon or the attending physician. Where applicable, attach the most recent statement of account from your insurance company or proof of payment from the paying organization.

Insured person's identity

HEALTH INSURANCE NUMBER		LAST NAME	LAST NAME AT BIRTH (IF DIFFERENT)	
LETTERS	NUMBERS	FIRST NAME		DATE OF BIRTH YEAR MONTH DAY
PERMANENT RESIDENTIAL ADDRESS NUMBER STREET		APT.		
LOCALITY				POSTAL CODE

Type of operation

I have had a permanent colostomy permanent ileostomy permanent urostomy

Date of operation: YEAR MONTH DAY

Date of discharge from hospital: YEAR MONTH DAY

Payment for products

Since YEAR MONTH DAY I myself have been paying the cost of the bags and other products I require.

The cost is being covered by an insurance company or an organization.

Bags and other products are being paid for in part or in full by:

NAME OF INSURANCE COMPANY OR ORGANIZATION

ADDRESS

LOCALITY POSTAL CODE

Employment assistance recipient

Please provide the following information.

NAME OF YOUR SOCIO-ECONOMIC ASSISTANCE OFFICER

OFFICER'S TELEPHONE NUMBER
AREA CODE EXT.

Send the Régie the originals of your invoices to receive the supplement, where applicable.

Insured person's signature

I wish to register for the Ostomy Appliances Program in order to receive financial assistance.

I hereby declare that the above information is accurate and complete.

DATE: YEAR MONTH DAY

TELEPHONE NUMBER: HOME AREA CODE

TELEPHONE NUMBER: WORK AREA CODE

