

Information for Quebec residents

visiting the Emergency



Welcome to Hôpital Montfort, a Francophone academic health care institution that provides quality care in both official languages and works with its partners to improve the health of communities in Ottawa and Eastern Ontario.

We realize that many patients from the Outaouais region choose to come to the Hôpital Montfort emergency department.

In order to offer you the best possible care and allow you to make enlightened decisions, we would like to inform you of the services our emergency department can offer to patients from Quebec.

- Emergency room physicians are specialised in **assessing and treating emergency conditions**. Chronic symptoms are best treated by a family physician or, in the absence of a family physician, at a walk-in clinic.
- Emergency room physicians at Hôpital Montfort **cannot ensure continuity of care** for patients insured by the *Régie de l'assurance maladie du Québec*.
- All patients who hold a Quebec health insurance card **and require follow-up** will be directed to their family physician or to a walk-in clinic in Quebec.
- Ontario physicians have **no special privileges to order diagnostic tests** from neither laboratories nor hospitals in Quebec, or to obtain appointments with Quebec specialists.
- Emergency room physicians at Hôpital Montfort do **not complete the forms intended for Quebec's Commission de la santé et de la sécurité du travail (CSST)**.

Are you looking for a family doctor in Quebec?

You must register to the “Access gateway for orphan clients who don’t have a family doctor” (AGOC) by filling a form.

In order to do so, contact the Health and Social Services Centre (CSSS) of the territory you live in:

CSSS des Collines : 819-459-1112, ext. 2521

[santedescollines.qc.ca/fileadmin/documents/
Depliant_Gaco_bilingue.pdf](http://santedescollines.qc.ca/fileadmin/documents/Depliant_Gaco_bilingue.pdf)

CSSS de Gatineau : 819-966-6200, ext. 3989

www.csssgatineau.qc.ca/clientsinsearchdoctor

CSSS de Papineau : 819-961-8016

www.cssspapineau.qc.ca/formulaire/index_en.php

CSSS du Pontiac: 819-689-5080

CSSS de la Vallée-de-la-Gatineau : 819-449-3336 or toll-free:

1 855 449-3336

www.csssvg.qc.ca/clientele.php (in French only)

Once you are registered, a professional will assess your state of health in order to find a physician who could take you as a new patient.

To view a list of walk-in clinics and other health and social services resources available in Quebec, visit the “Santé mieux-être” online portal (www.sante.gouv.qc.ca/en) or call Info-Santé by dialing 811.

Excerpt from the Régie de l'assurance maladie du Québec (RAMQ) Web site:

“Generally speaking, the Régie does not reimburse the full cost of healthcare services received outside Québec and certain services are not covered by the Health Insurance Plan at all. If you receive healthcare outside Québec but don't have private insurance, you are responsible for the portion of the cost not reimbursed by the Régie.”

www.ramq.gouv.qc.ca/en/citizens/temporary-stays-outside-quebec/health-insurance/Pages/services-covered.aspx



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