

Info-Santé – 8-1-1

Description

Info-Santé 811 is a free and confidential telephone consultation service.

811 is the only telephone number for this service. Dialing 811 promptly puts you in contact with a nurse in case of a **non-urgent** health issue. The service is available 24 hours a day, 365 days a year. Anyone living in Québec can call Info-Santé 811 for themselves or a family member.

Info-Santé 811 nurses give advice and may answer health-related questions. When necessary, they may also direct you to a resource in the health network. Calling Info-Santé 811 often helps avoid going to a medical clinic or emergency room. However, in the event of a serious problem or emergency, it is important to dial 9-1-1 or go to the emergency room.

Here are a few examples of situations in which you can call Info-Santé 811:

- You have a seasonal flu that persists several days and you are wondering if you should go see a doctor
- You are wondering what to do in order to relieve itching and swelling caused by an insect bite
- You have questions regarding health network resources

How a Call is Handled

An Info-Santé 811 call lasts 12 to 16 minutes on average. The call takes place in 3 or 4 steps. The nurse:

- Collects certain personal information with your consent (confidential)
- Assesses your needs
- Responds to your needs
- Refers you to an appropriate resource, if necessary

The nurse listens and asks questions regarding your situation. She collects the necessary information in order to better understand your needs and to clarify your request. The nurse then assesses the situation in order to determine the immediate problem(s), the urgency of the matter and the appropriate response. The nurse informs you about your health issue. She may also advise you on measures for monitoring the evolution of your situation and improving your health. If necessary, the nurse will direct you to a resource (a medical clinic for instance) where you can receive care or required services.

Accessibility

Anglophones can receive service in English.

Info-Santé 811 service is tailored to the specific needs of certain groups of people. Deaf people can use a relay service to access Info-Santé 811.

Info-Social 8-1-1

Description

811 is the only telephone number for this service. Dialing 811 promptly puts you in contact with a psychosocial intervention worker in the event of a psychosocial problem. The service is available 24 hours a day, 365 days a year. Anyone living in Québec can call Info-Social 811 for themselves or a family member.

Info-Social 811 professionals offer advice and may answer psychosocial-related question. When necessary, they may also direct you to a community resource or one in the health and social services network.

Here are examples of situations in which you can call Info-Social 811:

- You are in a situation that causes you anxiety
- You are worried about a friend or family member
- You are experiencing family or relationship problems
- You are in mourning
- You have questions about other worrisome situations or behaviour

How a Call is Handled

Response to Your Needs

If you are in a crisis situation, a psychosocial intervention worker may send someone to your location in order to assist you immediately.

Referral to an Appropriate Resource

If necessary, you be will directed to a resource, such as a crisis shelter, where you can receive care or required services.