

OTHER IMPORTANT INFORMATION

Urgences-Santé 9-1-1
(health emergencies)

Emergency hotline available 24/7 for a rapid response from police, firefighters, and ambulance technicians.

Centre anti-poison du Québec
(poison control centre)

Emergency hotline available 24/7 for poisonings and intoxications.

1 800 463-5060

Ligne Abus Aînés
(elder abuse victims)

Provincial helpline and referral service for those seeking support and information in cases of elder abuse available 7 days a week from 8 a.m. to 8 p.m.

1 888 489-2287

Youth protection

When concerned about a child's safety. Your intervention will remain absolutely confidential. You can call 24 hours per day, 7 days a week.

1 800 463-1029

SOS violence conjugale
(spousal abuse victims)

Helpline for victims of spousal abuse. Call if you are a victim or a witness of spousal abuse. Available 7 days a week from 9 a.m. to 9 p.m.

1 800 363-9010

Drop-in clinics business hours
santeestrie.qc.ca/clinique

USEFUL CONTACTS

CLSC: _____

Family physician: _____

Pharmacy: _____

For further information about health care and services, visit santeestrie.qc.ca

YOUR SIMPLIFIED GUIDE DO YOU REQUIRE HEALTH CARE SERVICES?

Your options if you are **WORRIED**

Dial 8-1-1 for Info-Santé
or Info-Social

Non-urgent
health problems

Psychosocial
problems

1 866 APPELLE | 1 866 277-3553
if you or someone you know
has suicidal thoughts

Call your pharmacist for
medications or for advice

Call the medical clinic of
your family physician (GMF,
family medicine group)

If you need a FAMILY PHYSICIAN

Enroll with the family physician
access registry (GAMF):
gamf.gouv.qc.ca

Requests are prioritized according
to your health status. Possibility of
a check-up with a nurse.

Your options if you are **ILL**

Dial 8-1-1 for Info-Santé

Call your pharmacist

Read the Decision Assistant
if you have flu or
gastroenteritis symptoms
[santeestrie.qc.ca/
grippegastro](http://santeestrie.qc.ca/grippegastro)

Schedule an
appointment with your
family physician (GMF)

Visit a drop-in clinic
santeestrie.qc.ca/clinique

Go to the emergency room
as a last resort or for
medical emergencies

CARE OR SERVICES SATISFACTION

Contact your local service quality
and complaints commissioner by
dialing 1 866 917-7903 or fill out
the complaints form available at
santeestrie.qc.ca

Centre intégré
universitaire de santé
et de services sociaux
de l'Estrie – Centre
hospitalier universitaire
de Sherbrooke

Québec 

Your options if you require CARE or a SERVICE

Go to the health reception desk of your CLSC (by appointment) for:

- Wound care
- Ear irrigation
- Screening
- Removal of stitches
- Change of dressing (bandaging)
- And much more!

Go to the psychosocial reception desk of your CLSC for:

- Depression
- Bereavement
- Social support
- Stable mental health problem
- Relationship problems
- Crisis or difficult situation
- Addictions (drug, alcohol, etc.)
- Family issues

Go to your CLSC to monitor or follow up on your chronic disease:

- Tobacco cessation
- Diabetes
- Nutrition, weight loss
- Heart problems
- Respiratory problems
- Kidney problems
- Hypertension

Your options for your OTHER NEEDS

Prescription renewals

- At your pharmacy or at a drop-in clinic if I do not have a family physician

Travel advice or vaccines for a trip

- Pharmacy
- International traveller's clinic

General immunization or flu shots

- Your CLSC

Youth clinic (25 years or younger)

- Screening and prevention of sexually transmitted and blood-borne infections

Contraception

- Morning-after pill: pharmacy, CLSC or youth clinic

Interruption of pregnancy

- Planned parenthood clinic

Pregnancies

- santeestrie.qc.ca

Forms for the Société de l'assurance automobile du Québec (SAAQ)

Contact your family physician or go to a drop-in clinic (\$)

Equipment loans

From your CLSC if you receive home care or home support services.
In all other cases, go to a pharmacy or a specialized shop.

Find your service location



TERRITORY	CLSC	TEL.
VAL-SAINT-FRANÇOIS	CLSC de Windsor CLSC Richmond CLSC - Centre d'hébergement de Valcourt	819 542-2777



DU GRANIT	CLSC Saint-Ludger CLSC Lambton CSSS du Granit (Lac-Mégantic)	819 583-2572
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HAUT-SAINT-FRANÇOIS	CLSC East Angus CLSC Weedon CLSC de la Patrie CLSC Cookshire	819 821-4000
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LA POMMERAIE	CLSC Bedford	450 248-4304
	CLSC Lac-Brome	450 242-2001
	CLSC Farnham	450 293-3622
	CLSC Sutton CLSC Cowansville-Larouche CLSC Cowansville-du-Sud	450 266-4342



HAUTE-YAMASKA	CLSC Yvan-Duquette CLSC Notre-Dame CLSC Saint-Joseph CLSC Robinson Sud	450 375-1442
	CLSC Waterloo	450 539-3340
	CLSC Bromont	450 534-1248



COATICOOK	CLSC de la MRC-de-Coaticook	819 849-4876
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MEMPHRÉMAGOG	CLSC Memphrémagog	819 843-2572
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ASBESTOS	Hôpital, CLSC et centre d'hébergement d'Asbestos	819 879-7151
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SHERBROOKE	Planned parenthood clinic	819 565-0767
	Clinique des jeunes CLSC Speid CLSC King Est CLSC Camirand (50)	819 780-2220
	International traveller's clinic	819 564-5160