

La Pommeraie

FOR PATIENTS WITH A FAMILY PHYSICIAN



WHERE TO CONSULT?

Urgent consultations on public holidays

Holidays	Schedule	Location	Scheduling an appointment
Friday, June 23, 2023	8:00 a.m. to 1:00 p.m.	Bedford	450 248-4304
		GMF-U la Pommeraie	450-266-4342, Press 6
Friday, June 30, 2023	8:00 a.m. to 12:30 p.m.	Farnham	450 293-3622
		GMF-U la Pommeraie	450 266-4342, Press 6
Monday, Sept. 4, 2023	8:00 a.m. to 1:00 p.m.	Bedford	450 248-4304
		GMF-U la Pommeraie	450 266-4342, Press 6
Monday, October 9, 2023	8:00 a.m. to 12:30 p.m.	Farnham	450 293-3622

Medical coverage on holidays is to be determined.
Please note that changes may be brought to the service during the year.

Revision and layout

Direction des ressources humaines, des communications et des affaires juridiques (DRHCAJ)
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Copies of the French version of this document are available at the GMF.

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Centre intégré
universitaire de santé
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de l'Estrie ■ Centre
hospitalier universitaire
de Sherbrooke

Québec



GETTING TO THE **RIGHT RESOURCES** AT THE RIGHT TIME FOR YOUR **HEALTH REQUIREMENTS**

ANY HEALTH CONCERNS?

Consult the right professional!

It is not always essential to consult a doctor when you have a health need. Collaboration with other medical team professionals, pharmacists, and Info-Santé nurses can facilitate your access to the health care and health services you need.

Various options are available to you depending on your condition.

- Visit gap.soinsvirtuels.gouv.qc.ca/en and answer a few questions about your health status for a referral to the service that will meet your needs. If you don't have Internet access, dial **8-1-1 for Info-Santé and press 1**.
- The online health guide can also help you determine where to consult for your condition. Consult the guide at www.santeestrie.qc.ca/health-guide.
- Go to clicsante.ca to schedule an appointment for vaccination, sampling, chronic disease monitoring, and other available health care and health services. If you don't have Internet access, you can schedule an appointment by dialling **819-565-4845 (toll-free 1-833-255-1995)** Monday to Friday from 8:00 a.m. to 4:00 p.m.

Québec



Consultations for patients without a family doctor

At anytime, you can...

- Dial **8-1-1 for Info-Social and press 1** to get advice on your physical health condition
- Dial **8-1-1 for Info-Social and press 2** to get advice on your psychological health
- Dial **911** or go directly to the emergency department if your situation is critical



Not registered on a waiting list for a family doctor?

Register online now with the Québec Family Doctor Finder (GAMF):

- Online: gamf.gouv.qc.ca
- Telephone: **1 877 791-5439 (Press 2)**

Registering on this list allows you to access services provided by the **Primary care access point (GAP)**, which can be reached by dialling **8-1-1 and pressing 3** if you need to consult a doctor or a health care professional.

It is important to book an appointment before going to the location to ensure that you consult the right health care professional at the right time.

Are you a patient registered with a doctor from the family medicine group (GMF) in Bedford or Farnham, or with GMF-U La Pommeraie?

If you are registered with a family doctor, call your GMF for your health needs. If you received a letter mentioning
If you have received a letter indicating your registration with a GMF without mentioning a specific physician, call the GAP at **811, and press 3** for your health needs.

Are you a patient registered with another family medicine group (GMF)?

It is best to consult in the region where you have your main residence. A request for a consultation at a GMF in a territory where you have a secondary residence might be referred to the region of your primary residence.



Emergency consultations for patients with a family doctor

Business days

Call the family medicine group (GMF) where you are registered.

Week-ends

If your case cannot wait for a regular consultation, refer to the table below and call us.

Day	Location	Client Groups	Scheduling an appointment (morning on the same day beginning at 8:00 a.m.)
Saturday 8:30 a.m. to 12:30 p.m.	CLSC de Bedford*	GMF Bedford and GMF Farnham	450 248-4304
Saturday 8:30 a.m. to 12:30 p.m.	GMF-U La Pommeraie	GMF-U la Pommeraie	450 266-4342, press 6
Sunday 8:30 a.m. to 12:30 p.m.	GMF de Farnham	GMF Bedford, GMF Farnham and GMF-U La Pommeraie	Online at rvsq.gouv.qc.ca If you cannot book an appointment online, dial 450-293-3622 .

No appointments can be scheduled in person.

* Your call will be transferred to the location where the service is offered because emergency consultations are available every second Saturday.