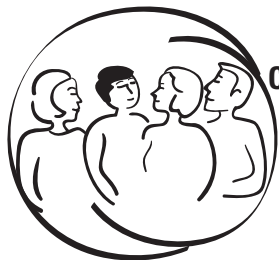


CSSS de Laval Users' Committee Informs You



CSSS de Laval
Users' Committee

*Emergency room? Info-Santé?
Walk-in clinic? Family physician?
So many ways to access health
care services can be confusing.
With the cold and influenza
season on our doorstep, we
thought to suggest to you the
best way of proceeding.*

I don't feel so good. What should I do?

If you are anxious about your health or the one of a close relation.

Call Info-Santé at 811. This service is the solution to be privileged for any nonurgent health issue. It offers the hot-line of a nurse who will advise you 24 hours a day, 7 days a week.

If Info-Santé's nurse recommends that you see a doctor.

See your family physician or go to one of the walk-in clinics of the area. In addition to the CLSC Sainte-Rose, Laval counts several walk-in clinics which meet the needs of people requiring immediate care.



If Info-Santé's nurse recommends that you go to the emergency room.

Go immediately to your hospital's emergency room. It prioritizes patients victim of an accident or suffering from a malaise which is likely to compromise their health seriously. The priority of intervention is given upon the patient's arrival by a nurse responsible of the triage and waiting can be long.

The list of these walk-in clinics is available on the Agence de la santé et des services sociaux de Laval's website. We recommend that you check the walk-in clinics' schedule as well as the services offered before visiting them.

If your condition doesn't allow you to move, call 911 immediately.

This information capsule is brought to you by the CSSS de Laval Users' Committee, whose representative in regards to cross-cutting services (emergency room) is:

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