

INFORMATION ON FAMILY MEDICINE GROUPS

Your doctor, a general practitioner, has chosen to be a member of a family medicine group, which means that you'll have easier access to medical services. Should your doctor be absent, you will be able to consult another doctor who is a member of the same group. In addition, if your doctor is part of a university family medicine group, medical residents provide follow-up on a one-time or regular basis to patients registered with their medical supervisor; therefore, it is possible that during your visits you will be seen by a medical resident supervised by your family doctor or another teaching physician. If you have a health problem, you or a member of your family will know where to call to find out what to do and whom to see.

A family medicine group is able to provide you with various services:

- ◆ Case management and medical follow-up by your family doctor.
- ◆ Joint follow-up with the group's nurse of certain health problems, such as the periodical updating by the nurse of the results of preventive tests recommended because of your age and your risk factors.
- ◆ Consultations during opening hours on weekdays, with or without an appointment.
- ◆ Consultations on Saturdays, Sundays and holidays without an appointment, should you be unable to go to the office during the usual weekday opening hours.
- ◆ Telephone access, outside of these consultation periods, to the 24-hour Info-Santé health hotline, for referral to the appropriate resource or, if necessary, to contact the family medicine group's doctor on call.

Your family medicine group has also established service agreements with various health facilities or clinics to ensure access to a full range of services:

- ◆ Home care.
- ◆ Consultations with a social worker.
- ◆ Consultations with another health professional.
- ◆ Info-Santé services.
- ◆ Other services to respond to special situations.

You must meet certain conditions to register with a family medicine group and fulfil certain obligations thereafter.

- ◆ Have a **valid Health Insurance Card at all times.**
- ◆ Register with one family doctor only.
- ◆ Consult your family doctor or, in his or her absence, another doctor in the family medicine group, except in an emergency, or during a trip or stay outside your region.
- ◆ Notify your doctor's family medicine group of any change of address or telephone number.

If, for any reason, you no longer wish to be registered with your family medicine group, you must notify your family doctor in writing. Afterwards, you may still consult your family doctor but without the above-mentioned advantages available through a family medicine group.