

HEALTH SERVICES IN YOUR COMMUNITY FROM BIRTH TO AGE FIVE

In order to **monitor your child's health and promote optimal development, it is recommended that your child** receive the following services between birth and the time they enter elementary school:

- A **post-natal home visit** by a nurse or your midwife between the first and third day after returning home;
- The recommended **vaccinations** in accordance with the Québec Immunization Program scheduled at two months, four months, 12 months, 18 months and between the ages of four and six;
- **Development monitoring visits**, including a comprehensive physical examination and an ABCdaire, conducted by a family doctor, specialized nurse practitioner or clinical nurse between two and four weeks, at two months, four months, six to nine months, 12 months, 18 months, two years, three years, four years and five years;
- Consultations with a health professional for **non-urgent or semi-urgent health needs**, such as symptoms related to an infection.

Here's how to get these services in your community:

Postnatal Visits and Vaccinations

If your child was born in the Outaouais region or Ottawa area

At the time of birth, a referral for a postnatal visit was sent on your behalf. You will be contacted by telephone to book an appointment.

For vaccinations, the nurse will provide you with the information you need during the postnatal visit. You can also book an appointment on your own by following the procedure below.

If your child was born elsewhere in Quebec or Ontario

You can book an appointment for vaccinations **online through the Clic Santé app** (www.clicsante.ca/) or you can call **811 option 1** to find out the nearest vaccination location and the telephone number.

Need support with breastfeeding?

Visit the websites of the following organizations for assistance:

- *Naissance – Renaissance Outaouais* (<https://www.nroutaouais.ca/>)
- *Maison de la famille et Centre de pédiatrie sociale de la Vallée-de-la-Gatineau* (<https://mdf-cps-vq.com/services/>)
- *Ligue La Leche* (<https://allaitement.ca/>)

Development Monitoring Visits

A good guide for parents

The free guide “From Tiny Tot to Toddler”, designed for parents, offers a wealth of information on the development of toddlers:
<https://www.inspq.qc.ca/en/tiny-tot>
(paper version available at your CLSC)

If a family doctor or specialized nurse practitioner is providing care for your newborn

Your newborn’s development as well as non-urgent or semi-urgent health needs will be monitored by this professional or members of his/her team. Please contact the place of work of this doctor/nurse to book appointments.

If your newborn does not have a family doctor or specialized nurse practitioner

It is important to take the following steps so that your child can be registered with a family doctor or specialized nurse practitioner:

You will need to register your child with the Québec Family Doctor Finder (GAMF) once you have received his/her health insurance card around the age of two months.

Until your child is enrolled with the GAMF as well as while waiting for a family doctor, your child will receive services from the **Primary Care Access Point (GAP)**. This access point will help you obtain services for your child’s **non-urgent or semi-urgent** health needs (e.g., respiratory infections, monitoring of a health problem diagnosed by a professional to whom you were referred, etc.). The GAP telephone number is **811 option 3**.

For more information:

- To register for the GAMF (for assistance, call 811 option 2):
https://www4.prod.ramq.gouv.qc.ca/GRL/LM_GuichAccesMdFamCitoyle
- Regarding GAP services in the Outaouais region: <https://ciss-Outaouais.gouv.qc.ca/obtenir-un-service/obtenir-des-soins-dans-ma-communaute/guichet-dacces-la-premiere-ligne-gap/>
- To get a health insurance card:
<https://www.ramq.gouv.qc.ca/en/citizens/birth-adoption>
- To get a birth certificate:
<https://services.etatcivil.gouv.qc.ca/DEClic2/index.aspx?lang=en>

Good to Know

To monitor your child’s development during his/her second week of life, you can receive a visit from the doctor who delivered your baby – if he/she is a general practitioner.

If your pregnancy was monitored by a midwife, your child will receive regular monitoring from this midwife until the age of six weeks.

At 18 months of age, your child will receive a one-hour vaccination appointment to talk about your baby’s development and health with a nurse (ABCdaire 18 months+). You can book an appointment at Clic Santé www.clicsante.ca/.

Resources to address non-urgent or semi-urgent health needs

The following resources are available for **non-urgent or semi-urgent health needs** (e.g., cough that does not interfere with breathing, mild fever, suspicion of ear infection, etc.) for all children, whether they are under the care of a doctor/nurse or not:

- The free guide “From Tiny Tot to Toddler”, designed for parents, offers a wealth of information on common health problems and first aid
<https://www.inspq.qc.ca/en/tiny-tot> (paper version available at your CLSC)
- Free and confidential advice from nurses on the **Info-Santé** telephone line (Option 1) and **Info-Social** (Option 2) by calling 811. These services are available 24 hours a day, seven days a week.
- Information provided on a range of topics by the **digital GAP** (e.g., obtaining a form, symptoms of certain diseases, collections, vaccination, etc.). The digital GAP allows you to be referred to health services: <https://gap.soinsvirtuels.gouv.qc.ca/en>.
- Advice from pharmacists working in **community pharmacies** (e.g., Jean-Coutu, Familiprix, etc.)
- The electronic platform for booking medical appointment called the **Québec Medical Appointment Scheduler** available here:
<https://rvsq.gouv.qc.ca/accueil/index-en.html>

If your child has a family doctor or specialized nurse practitioner

Call this professional or his/her team first for consultation.

Urgent health needs?

Call **911** or bring your child to the nearest emergency room

If your child does not have a family doctor or specialized nurse practitioner

All newborns waiting for their health insurance card and any children waiting for a family doctor registered with GAMF are eligible for the services of the Primary Care Access Point (GAP). You can contact the GAP by calling 811 option 3 and state your need. Your request will be analyzed, and you will be referred to the service that best meets your needs.

The Outaouais Ambulatory Clinic 0-17 Years Old provides health services for the non-urgent or semi-urgent needs of orphaned clients from 0-17 years of age. Visit the CISSSO website for the most up-to-date information on means of access.

[https://cisss-outaouais.gouv.qc.ca/language/en/accessing-a-service/ children-youth-and-families/ambulatory-clinic-0-17-years-old/](https://cisss-outaouais.gouv.qc.ca/language/en/accessing-a-service/children-youth-and-families/ambulatory-clinic-0-17-years-old/)