

Know what to do during a medical consultation

TOOL KIT

Don't hesitate to assert your point of view if you feel that some fees are unfair and if you think you are facing illegitimate medical billing. Here are some questions that you can help you to react in a medical clinic to challenge any kind of billing.

Before the consultation (at reception):

- Is the physician remunerated by the Régie de l'assurance maladie du Québec or non-participating ?

Before accepting fees :

- Why do I pay this amount ?
- This treatment, equipment or service is not covered by the Health Insurance Card?
- Can I see the fee list displayed in the Clinic?

If you accept fees :

- Can you give me a detailed invoice?

If you can't pay fees or refuse :

- Is it possible to access this treatment, equipment or service for free in the public health network?

* Be attentive during the consultation, take notes and review your invoice in order to challenge any fees that you feel are illegal or illegitimate. Take the time to report them in the Registry: ccpsc.qc.ca/en/registry



The Pointe-Saint-Charles Community Clinic's Fight for Health Committee considers as unjust, unfair and abusive any fees for medical services billed to patients.

... for access to health care,

PUTTING THE BRAKES ON FEES

Information :

For all inquiries about the Registry or the Fight for Health Committee, please contact :

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Pointe-Saint-Charles
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A neighbourhood's health and solidarity!

Monitoring REGISTRY

of fees billed during
medical consultations

ccpsc.qc.ca/en/registry



PUTTING THE BRAKES ON FEES



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What is the registry?

The registry of fees billed for medical consultations is a tool to collect personal accounts from anyone who pays for an instance of care, a treatment or a medical service. It is also aimed at anyone who couldn't obtain care or a medical service because they were unable, or refused, to pay a fee for which they were billed.

The registry intends to shed light on the growing number of different kinds of fees charged by some doctors: illegal ones (already covered by the RAMQ) and abusive ones (extra billing). The registry is intended to expose the extent of these practices that run counter to accessibility to health care.

The registry provides a way for people wanting to denounce incidents of billing to have their case heard. It is possible to denounce incidents anonymously.



Classification of fees

We have divided fees billed into two categories: ACCESSORY FEES and OTHER FEES.

For the ACCESSORY FEES: following their abolition on January 26 2017, we wish to document any billing that does not respect the new regulation. This is why we invite you to share your contact information (telephone number, e-mail address) in order for us to obtain more information.

For the OTHER FEES: we are continuing to collect this data in order to demonstrate the extent of the situation. This information also demonstrates the need for a totally public, accessible and free healthcare system, where patients do not have to pay extra fees out of their pockets.

We encourage you to provide as much detail as possible regarding the care, treatment or service related to the fee billed. If you were billed for many different treatments/services during a single consultation or at different times, please make sure to complete the registry for each one.

**THE PRIVATE
HAS NOTHING
TO DO WITH
HEALTH!**

Fight for Health Committee

The Pointe-Saint-Charles Community Clinic's Fight for Health Committee brings together citizens who are concerned with health issues, particularly the defence and promotion of the right to health and to a universal, accessible health care system.

The Committee's role is to develop actions and awareness-raising tools, and to mobilize around these issues so as to reach the population and facilitate access to services at the Clinic as well as the health care system as a whole.

Universal access to health care

We support the idea that, even when they are legal, all health fees should be eliminated since they undermine the universal nature of health care for the population.

Some people refuse to pay fees on principle because they're against all practices that create a opening towards the system's privatization. Others refuse for they can't afford to pay. Consequently, some individuals don't have access to care because of fees billed an unacceptable situation in our mind.

We should fight and complain in great numbers to preserve our public health system the only one that guarantees completely FREE access to QUALITY health care for ALL.