

CLINIQUE COMMUNAUTAIRE  
DE POINTE-ST-CHARLES

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**Clinique**  
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Newsletter /  
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## *It's time to brighten the stars*

May the holiday season be an occasion for the whole Pointe-Saint-Charles neighbourhood to brighten the stars and fan the flames of our wildest dreams.

A new year is just around the corner. Let's give ourselves the most precious gift of all: health and solidarity!

**Happy New Year to one and all!**

### **HOLIDAY SCHEDULE 2011-2012**

The Pointe-Saint-Charles Community Clinic is open from Monday to Friday from 8am to 8pm except during the following dates in the holiday season

December 23: open from 8am to 4pm

December 24-25-26: closed

December 27: open from 8am to 4pm

December 30: open from 8am to 4pm

December 31: closed

January 1-2: closed

January 3: open from 8am to 4pm

# From the Board of Directors

Dear Citizens,

The members of your Board of Directors have not been idle since the annual general assembly last June. We held four regular sessions and two special ones. We were also involved with the committees that answer to the Board: Selection Committee, Committee to Monitor Quality, Fight for Health Committee, Auditing Committee, Service Agreements with Community Groups Committee, etc.

A number of the priorities adopted at the annual general assembly are being tackled—for example, recruiting doctors (see the article below), the Conseil québécois de l'agrément's evaluation of the quality of our services, achieving pay equity, renewing the collective agreements and planning our priorities for the next three years (2012-2015). However, giving these matters priority, coupled with the problem of filling some in-house positions, has meant that other annual priorities are less advanced for the time being. We're referring to developing a green Clinic, reviving the Citizens Relations Committee, organizing prevention activities about bedbug infestation and other issues. In short, the need to keep up the quality of the Clinic's regular services has taken precedence over some of the prevention and promotion activities we had hoped to carry out. This is a good example of the dilemmas we must reflect on and solve together in coming years.

The first opportunity to begin this collective reflection will be the process of adopting a planning strategy for 2012-2015. For this process to meet our needs successfully—within the limits of our resources—we encourage you to join us in early 2012 to undertake this important work of analysis and planning for the next three years. This is a date for citizens' health and shouldn't be missed! Until then, best wishes for the holiday season and, most of all, health for everyone in the New Year! ■ The members of the Board of Directors ■

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## I recruit, you recruit...

A lot of people are worried and ask when the Clinic will resume its walk-in medical service. We would really like to say "Soon," but unfortunately it's not so—not yet. Our main stumbling block is the scarcity of general practitioners. Everywhere in Québec, in fact, clinics, hospitals, CLSCs—in short, all health institutions—are fiercely competing to recruit doctors. But they are scarce.

Since last year, the Clinic has been trying out a number of strategies to recruit new physicians and we haven't given up. Recently we took part in Québec Career Day, a large venue to recruit medical residents. Our Clinic is different from other health institutions because of its community approach and its commitment to the citizenry. The Clinic affords doctors the opportunity to work in a unique environment in Montréal as members of a seasoned, interdisciplinary team. If you know any general practitioners who would like to practise medicine at the service of the community, please ask them to call us as soon as possible at 514 937-9251, extension 7215.

The faster we can recruit new doctors, the sooner we can resume our walk-in medical service.

**Together we can make it happen !**



## Having a child is a life changer!

Are you a new dad? Do you feel like talking to a group of guys who are experiencing the same thing as you?

The purpose of the Entre-pères (Between Dads) Group is exactly that: to meet the need to talk to one another in an atmosphere of complete confidence. The arrival of a new baby shakes up a lot of things in our lives, and we want to talk about both the good and the bad!

**Are you interested? Sign up now because spaces are limited.**

For more information and to register, call Gilles Gagné, a dad and social worker at the Pointe-Saint-Charles Community Clinic: 514 937-9251, extension 7211. The next Entre-pères meetings start in March 2012. Co-animator: Maria Costa, mother and social worker

Fathers talk about their experience in the Entre-pères Group on our website: [www.ccpssc.qc.ca](http://www.ccpssc.qc.ca)



*« Sharing my experiences in my role as a new father was very positive for me . »*

## Welcome aboard our minibus

The Pointe-Saint-Charles Community Clinic offers transportation to people with particular needs.

### Who's it for?

The Clinic will provide you with a means of transportation if:  
You use the Clinic's services and you need to be taken somewhere on the Island of Montréal to receive health care or social services;



AND

You are of age 18 years old or older or have authorization from your parents;

AND

You can't use public transit or adapted transport (i.e., you have a temporary or permanent impairment) and you have no other means of transportation (i.e., you have no family member, friend or volunteer who can help you);

OR

You live in the neighbourhood and you are taking part in an event organized by the Clinic.

### How to access the service ?

The person with whom you are in contact at the Clinic will assess whether you meet the criteria and aims of the transportation policy. If you do, he or she will make the necessary arrangements.

If you want to learn about the details of our transportation policy, ask for our pamphlet the next time you visit the Clinic or go to our website at this address:

<http://ccpsc.qc.ca/en/node/15>

## Do you know about our clinic?



It's a fascinating story—right from the day the Clinic saw the light of day until now—covering over 40 years of commitment to the health and well-being of the entire Pointe-Saint-Charles population!

Meet the teams and learn about your Clinic's services. Treat yourself to a moment of pride and watch the video on our website: [www.ccpssc.qc.ca](http://www.ccpssc.qc.ca)

You may also borrow a copy of the video by calling Claudette Lambert, communications officer, at 514 937-9251, extension 7239

**All you need to do now is make yourself a big bowl of popcorn!**





# Extra billing: Denounce abuse to preserve accessibility

A number of my patients have brought to my attention a serious problem: extra billing. It's not right for you to be asked to pay for anything when you see a doctor. Why? Because in Québec, most doctors are paid by the Régie de l'assurance maladie and they are bound to respect the Health Insurance Act, which prohibits doctors from charging patients extra fees. There are some exceptions, however:

- \$ > *Services that aren't insured by the Régie de l'assurance maladie du Québec (RAMQ), such as cosmetic interventions*
- AND**
- \$ > *Medications, anesthetics and bandages doctors use in their office.*



It is therefore **ILLEGAL** for a doctor to bill you for care that is medically necessary. Doctors are breaking the law if they ask you to pay an annual fee to register at their clinic or to open a medical file on you. It is also **ILLEGAL** for physicians to demand that people pay for a checkup before taking them on as patients in their office.

Physicians do have the right to charge you for a medication or anesthetic they give you in their office, but what we're seeing increasingly is that they are charging far more than what the medication really costs.

If you have been the victim of this kind of abuse, don't hesitate to make a complaint. Extra billing undermines free access to healthcare. It is the RAMQ's role to penalize these illegal practices. At the present time, too few people denounce this form of abuse. In Ontario, so many people make complaints that telephone and electronic hotlines have been set up to hasten the complaints procedure. We must pressure the RAMQ and the Ministry of Health to intervene and punish these illegal practices.

This is one small thing we can do to preserve and even improve access to free healthcare for everyone.

Camille Gérin, General Practitioner at the Pointe-Saint-Charles Community Clinic



## Health insurance card or credit card?

Certainly Some doctors:

- \$ > Charge for services already covered by the health insurance card, for example, to open a medical file. **THIS IS ILLEGAL!**
- \$ > Make patients pay far too much for medications administered in the doctor's office. **THIS IS ABUSE!**

### Have you been a victim of these practices ?

You can file a complaint:

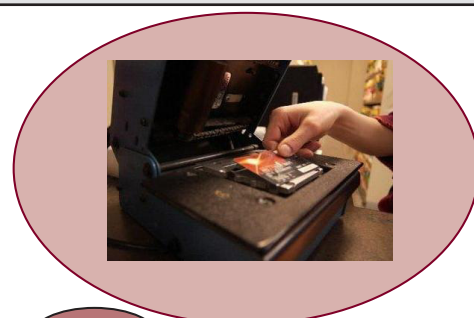
- > For illegal billing: file a complaint and apply for a refund with the Régie de l'assurance maladie du Québec at 514 864-3411 or [www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)
- > For abusive billing: file a complaint with the Collège des médecins at 514 933-4441 or [www.cmq.org](http://www.cmq.org)

Together we can force the government to prohibit illegal and abusive billing. Let's keep our healthcare system free of charge and accessible to all, regardless of our income.

For more information on illegal and abusive billing, go the section of our website called "Health in motion."

Would you be interested in actively participating in this fight, according to your means and availability?

If so, contact me at 514 937-9251, extension 7279 ■ John Bradley, working with the Fight for Health Committee.



« 30\$ "Thirty dollars for eye drops? ....That makes no sense!"



# THE FLU HAS ARRIVED

IT'S TIME TO GET VACCINATED  
AGAINST THE FLU.



Clinique Communautaire  
de Pointe-Saint-Charles

## SEASONAL FLU 2011-2012

### Who should get vaccinated ?

Most people in good health get over the flu by themselves. Other people are at risk of developing complications leading to hospitalization or even death.

Free vaccinations for people at risk of complications :

- Adults aged 60 and over
- Chronically ill patients
- children aged 6 to 23 months
- Pregnant women (2nd and 3rd trimester)
- people living and working with children under 6 months and other high-risk groups
- healthcare workers

### The flu virus is highly contagious

The flu virus circulates in Québec every year, usually from December until March or April.

The Ministry of Health and Social Services therefore encourages Quebecers to get vaccinated.

- The virus is transmitted in droplets from the nose and mouth of an infected individual when he or she coughs or sneezes.
- Infection can occur as the result of contact with an infected person, such as by kissing or handshaking, or with an object contaminated by such person, such as a tissue, handkerchief, pencil, or dish.
- It can also occur after touching contaminated hard surfaces and then touching your nose, mouth, or eyes.

Hard surfaces include table tops, desktops,  
telephone handsets, door handles, handrails,  
and computer keyboards, on which the virus  
can survive for up to two days.

### Vaccination schedule

**Vaccinations will be given at:  
Clinique communautaire de  
Pointe-Saint-Charles  
500 Ash avenue**

November 17th }  
November 21st } 8:30 a.m. to 11:30 a.m.  
November 28th } and 3:30 p.m. to 7:30 p.m.

December 6th }  
December 14th } From 3:30 to 7:30  
December 19th }



# Short practical guide to healthy holidays\*

*During the holiday season we often wish our loved ones and acquaintances good health! To help you spend the holidays in good health and safely, we encourage you to follow these tips to keep you far away from the hospital!*

## My beautiful Christmas tree....

Make sure your Christmas tree is firmly set in a solid stand and is not close to a source of heat (baseboard heater, radiator) or in a busy area. If you choose to have a real tree, make sure to water it every day.

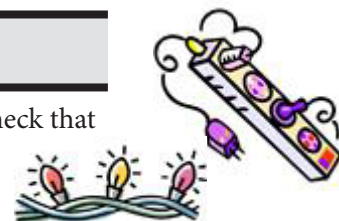


## Fire !

Take time to check that your smoke detectors are working properly. They save lives! A candlelit evening or dinner creates an inviting atmosphere, BUT use solid candle holders that won't tip over easily. Never leave lit candles unattended. Keep lighters and matches out of the reach of children.

## Brighten your holidays

Christmas lights are designed to be strung outside or inside. Use the right ones in the right place. Check that your electric wires and extension cords are not damaged and avoid overloading outlets. Don't forget to turn the lights off before going to bed or leaving the house.



## It's a feast !

Meals are hugely important during the holidays. Keep in mind that food poisoning doesn't take a break during the festivities and that turkey is often the culprit of many cases of indigestion! Your bird must be handled with care. If you buy a frozen turkey, defrost it in the fridge or in cold water. In the fridge, put the turkey in a pan or bag so that the juices don't drip. Once the bird is defrosted, it must be cooked right away. After the meal, don't leave the leftover turkey on the counter for very long. Put it in the fridge and enjoy several more turkey meals.

If you are serving your meal buffet style, try to put the cold foods on crushed ice. It is recommended to throw out of any food left at room temperature for more than two hours.

## A bit of hygiene

As a rule it doesn't take much to avoid contaminating the people we love. First of all, always wash your hands before preparing food. Never use the same utensils to prepare raw and cooked foods, and clean the work surfaces in your kitchen regularly.



## Raise your glass...

Drinking is enjoyable but too much kills the joy. Drink in moderation and, above all, have a designated driver or call Nez-rouge or a taxi.

## The gift of time

Do you know someone who is always alone?  
Give some time to the people around you—it's the best gift of all.



\* Original idea and research by France Langelier, a nurse at the Pointe-Saint-Charles Community Clinic

