



When should I call 811?

For non-urgent medical questions and concerns, you can call 811 as of April 1, 2023.

What are the hours of operation of the Info-Santé 811?

The service is available 24 hours a day, 365 days a year.

Is this service free?

Yes, the service is completely free.

Do I need my Medicare card?

You do not need your Medicare card to call Info-Santé 811.

Who answers the Info-Santé 811 line?

Trained nursing staff answer.

Does the nurse who takes my call know Nunavik?

All nurses working for the Info-Santé 811 line have received basic training on Nunavik and have the information they need to answer your questions.

Will I receive service in Inuktitut?

Info-Santé 811 services are available in French and English. A telephone message greets Nunavimmiut in Inuktitut after the French and English greetings, except for Kuujjuaraapimmiut.

I live in Kuujjuaraapik and the greetings are in Cree. Why is that?

Technical issues with the telephone service provider prevent us from offering personalized service to the Kuujjuaraapimmiut. The greeting for the Cree community of Whapmagoostui is already in place when Info-Santé 811 was implemented in Nunavik. The services you will receive will be the same.

Is the service confidential?

Yes, the service is confidential.

What information will I be asked for?

The necessary information requested is your first and last name, date of birth, postal code and phone number.

Why is this information being requested?

The necessary information is requested so that you can be referred to the appropriate resources in your community, to ensure follow-up on your next calls and to establish usage statistics.

Do Info-Santé 811 nursing staff have access to my health records or medical history?

The nursing staff who answer your call do not have access to your health records or medical history.

Is Info-Santé 811 accessible for people with hearing loss in Nunavik?

The service is not accessible to the hearing impaired in Nunavik.

What is a non-urgent problem?

Questions about gastro treatment, Tylenol or Advil doses for children, flu symptoms or COVID-19 are examples of non-emergency health problems.

In these cases call 811.

What is an emergency?

Breathing difficulties, severe abdominal pain, heart issues and a child with a high fever and worsening condition are examples of medical emergencies. In these cases call 9090.

Can I call 9090 directly?

Yes, you must call 9090 in case of an emergency.

Can I call for another person e.g. my child or a parent?

You can contact Info-Santé 811 for another person. You will need to provide information about the person you are calling for and be able to answer questions about their health status (symptoms, length and intensity of symptoms, weight, etc.) as well as their necessary information (last name, first name, date of birth, postal code and phone number).

How long is a call to Info-Santé 811?

Once answered by nursing staff, a call to Info-Santé 811 takes an average of 12 to 16 minutes.

Is the service available elsewhere in Quebec?

Info-Santé 811 service is available throughout Quebec.

Elsewhere in Quebec, Info-Social is available through 811 options. Is this service available in Nunavik?

For the moment, only Info-Santé 811 service is available in Nunavik.