

## Our commitments

Giving you the best possible service is at the centre of our concerns. The following commitments testify to this desire, and each day these commitments translate into concrete actions.

### GREETING YOU COURTEOUSLY

- ◆ Identifying ourselves when addressing you.
- ◆ Taking time to listen to you attentively.
- ◆ Making sure that you fully understand the information we give you and that it answers your questions.

### MAINTAINING CONFIDENTIALITY

- ◆ Receiving you in an area conducive to private discussion.
- ◆ Verifying your identity before providing services involving personal information about you.
- ◆ Making sure our employees consult only the personal information they require to perform their duties.
- ◆ Supporting our employees in the application of rules respecting confidentiality.

### SERVING YOU COMPETENTLY

- ◆ Providing you with information that is clear, accurate and complete.
- ◆ Ensuring that our employees have up-to-date knowledge.

### SERVING YOU PROMPTLY

- ◆ Meeting with you within an average of 10 minutes if you wish to renew or replace your Health Insurance Card or to notify us of a change of address, and within an average of 40 minutes for any other request (first registration, return to Québec, etc.).
- ◆ Answering your telephone calls within an average of three minutes.
- ◆ Sending you your Health Insurance Card within a period not exceeding 30 days.
- ◆ Registering you for the Public Prescription Drug Insurance Plan within no more than 24 hours.
- ◆ Replying within a maximum of 48 hours to an application for an exception drug authorization, if your application is complete.

Making improvements to our services is an ongoing process. Each year, in our annual management report, we present the results obtained regarding fulfillment of our commitments. You can consult the annual management report on our Web site.

## How to Contact Us

### ON THE INTERNET

[www.ramq.gouv.qc.ca](http://www.ramq.gouv.qc.ca)

### BY TELEPHONE

Our automated telephone systems provide you with helpful information 24 hours a day, 7 days a week. During office hours, you can also speak to an information clerk.

Québec: 418 646-4636

Montréal: 514 864-3411

Elsewhere in Québec (toll-free): 1 800 561-9749

### BY TDD

(telecommunication device for the deaf)

Québec: 418 682-3939

Elsewhere in Québec (toll-free): 1 800 361-3939

### AT OUR OFFICES

1125, Grande Allée Ouest  
Québec (Québec) G1S 1E7

425, boul. De Maisonneuve Ouest  
Montréal (Québec) H3A 3G5

### OUR OFFICE HOURS

Mondays, Tuesdays, Thursdays and Fridays  
from 8:30 a.m. to 4:30 p.m. and Wednesdays  
from 10:00 a.m. to 4:30 p.m.

Le présent dépliant est aussi disponible en français.

Direction des communications  
April 2006

## Statement of Services for the Public

## Message from the President

*Our sincere commitment to you is to serve you courteously and expeditiously, while achieving high standards of quality and confidentiality.*

*Our new statement of services is an integral part of this commitment. Ever since the Régie was established, we have given top priority to serving the public and, in keeping with our mission, have made every effort to facilitate equitable access to health services and health care.*

*Times change, and ways of providing services evolve, but we remain steadfast in our desire to serve you well. We are attentive to your needs and are constantly striving to offer you services that meet your expectations. Rest assured that we will maintain these high standards in the future.*

**PIERRE ROY**  
*President – Director General*

## Our mission

Since its creation in 1969, the Régie de l'assurance maladie du Québec has played a vital role, not only in the lives of all Quebecers, but also in the health and social services network.

Motivated by its desire to serve the people of Québec well, the Régie administers the Health Insurance Plan, the Public Prescription Drug Insurance Plan and many other complementary programs. In this regard, the Régie informs the public about the services it offers, verifies eligibility for the plans and programs it administers, and pays health professionals for the services they render to insured persons. In addition, the Régie makes its expertise and information available to the Minister, researchers, and various parties in the health and social services network.

## Our services

The Régie ensures that eligible persons are able to benefit from services offered under the plans and programs it administers.

To this end, the Régie issues Health Insurance Cards to insured persons and registers eligible persons for the Public Prescription Drug Insurance Plan. It pays the cost of health care received by insured persons, reimburses the cost of services rendered under its assistive devices programs (for persons with physical deficiencies) and pays the cost of certain services received by insured persons outside Québec.

As well, within the scope of the programs it administers for accommodated adults and for persons under the care of intermediate resources, the Régie determines the financial contribution, the personal expense allowance and the financial assistance granted.

The Régie's 1 600 employees are constantly striving to improve the services they offer, in addition to providing assistance and information to make these services more accessible.

## Help us to serve you better

To help us provide you with high-quality service, it is important to:

- ◆ give us complete and accurate information when making your request;
- ◆ provide, within the allotted time, all the information and documents we need for processing your request;
- ◆ notify us, without delay, of any change in your request or concerning information in your file.

If your file is incomplete or if we need to conduct further verifications, it may be difficult for us to fulfill our commitments.

## If you are dissatisfied

If, despite our efforts, you are dissatisfied with the services you receive, you can ask to speak to the immediate supervisor of the employee who served you. If you disagree with a decision rendered, you have six months to apply for a review.

If you are still dissatisfied, you can file a complaint with the Complaints Commissioner, who will reply within 10 days:

Complaints Commissioner  
Régie de l'assurance maladie du Québec  
PO Box 6600  
Québec (Québec) G1K 7T3  
Phone: 418 682-5145  
(toll-free): 1 888 899-2121  
Fax: (418) 646-1962  
commissaireauxplaintes@ramq.gouv.qc.ca

