## 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