COVID-19
IMMIGRATION STATUS AND ACCESS TO HEALTHCARE

The Government of Quebec gives access to designated medical clinics dedicated to the diagnosis of COVID-19 to all, regardless of your access to a medical insurance or your immigration status.

REMINDER of the main symptoms for COVID-19:
- Fever
- Cough
- Difficulty breathing

The symptoms can be mild (similar to a cold) or more severe (similar to those associated with pneumonia and respiratory or kidney failure).

It is important to call 1-877-644-4545 (no fees) before going to the clinic in order to have access to the designated clinics (more information on this process on the next page) and to isolate yourself from the others if you suspect having COVID-19. If your symptoms worsen and you need to go to a hospital, call 811 or 911 before going, if possible, and name that you are a person under investigation for COVID-19.

I just obtained the RAMQ card and I am in the waiting period. Can I see a doctor and be treated without any cost?

Yes, you have the right to access all the diagnosis tests and treatments for COVID-19. An exception for the waiting period is already in effect for any infection causing a risk to public health. Present your RAMQ eligibility letter that was given to you during your registration.

I have medical coverage by the Interim Federal Health Program (IFHP). Can I see a doctor and be treated without any cost?

Yes, your medical coverage covers for all diagnosis tests and treatments for COVID-19, as well as any other medical situation (with rare exceptions).

I have no medical coverage. Can I see a doctor and be treated without any cost?

You can get a diagnosis for COVID-19 at no cost. If your situation requires a consultation at one of the designated clinics, you can ask questions to the medical professionals present at no cost or call the pharmacy of your choice for the best ways to relieve your symptoms. If your situation gets worse, it is important for your own health that you receive proper care. In the case of hospitalization, there may be costs charged to you. If you receive a bill, a payment agreement may be made.

I live in Canada with a temporary status. Can Canada decide to send me back to my country of origin if I am positive for COVID-19?

No, being positive for COVID-19 does NOT constitute a motive of removal from the country. If you have respected the conditions of your residence permit, there is no reason for the border services agency to proceed to an expulsion from Canada and the information should NOT be transmitted to them by health authorities.
I live in Canada without any status. Am I at risk of being sent back to my country of origin if I go to a clinic or if I am tested positive for COVID-19?

As of March 17th, 2020, all removal measures have been temporarily SUSPENDED for a period of 3 weeks. In addition, it should be remembered that the confidentiality of your medical record must be respected, and no information should be shared with the border services agency. You are NOT required to disclose your immigration status to medical staff if you do not feel comfortable doing so. If you are asked for a card or a proof of medical insurance, you can mention that you do not have one and insist on your symptoms and the risk of contagion to have access to the services. Be prepared that they will ask you for a phone number or other way of communicating in order to give you the result of the COVID-19 test.

I just received permanent residency. Can authorities remove my status if I am tested positive for COVID-19?

No, being tested positive for COVID-19 does NOT constitute a motive to remove your status.

I have applied for permanent residency and have not received a response yet. Can my application be rejected if I am tested positive for COVID-19?

No, being tested positive for COVID-19 does NOT constitute a motive for refusal of the permanent residency.

I have applied for asylum, but I have not had my hearing yet. If I am tested positive for COVID-19, can my request be cancelled or result in an immediate refusal?

No, being tested positive for COVID-19 has NO impact on your chances of being recognized as a refugee in Canada. This information should not be shared with the Immigration and Refugee Board of Canada (IRB) and you will NOT be required to mention it either.

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REMINDER ABOUT ACCESS TO COVID 19
DESIGNATED SCREENING CLINIC

For everyone, regardless of immigration status, if you have symptoms:

1. Call 1-877-644-4545 before going to the clinic. The nurse on the phone will assess your symptoms and will provide you with appropriate recommendations. If you do not have a medical insurance card and you are asked about it, say that you do not have one and the consultation should continue.
2. If you have been referred after a phone evaluation, you can go to the special screening clinic.
3. At the clinic, if a person asks for your medical insurance card and you do not have one, you can simply mention it. No fees should be asked in order to obtain a diagnostic of COVID-19.
4. While waiting for the COVID-19 test, it is VERY IMPORTANT to follow instructions for home isolation. Keep yourself updated on the instructions by clicking this link.

FOR MULTILINGUAL INFORMATION ABOUT COVID-19

Visit the website of Alliance des communautés culturelles pour l’égalité dans la santé et les services sociaux by clicking here.