

# When should you seek emergency care?



THE right service,  
BY THE right person,  
AT THE right time

## IT IS NOT ALWAYS NECESSARY FOR A CHILD WITH A FEVER TO SEE A HEALTHCARE PROFESSIONAL.

A fever is a rise in body temperature and one of the body's natural responses to some viruses or bacteria. It is one of the body's defence mechanisms. A child with a fever should stay home.

Infections in children are most often caused by viruses, such as a cold, the flu, or gastroenteritis. These infections usually do not last very long, and most people recover on their own.

Babies have an increased risk of becoming ill with certain infectious respiratory diseases. To reduce the risk for babies under three months of age:

- Stay home and limit the number of guests/visitors;
- Avoid non-essential activities and social interactions;
- Ask people to wear masks around your baby.

## HOME CARE CAN IMPROVE CHILD COMFORT DURING THE HEALING PERIOD.

Visit [Quebec.ca](http://Quebec.ca) for more information on how to care for your child and when to consult a doctor:

- [Fever in children](#)
- [Flu \(influenza\)](#)
- [Nasal irrigation](#)
- [Gastroenteritis \(stomach flu\)](#)



From [Tiny Tot to Toddler: a practical guide for parents from pregnancy to age two](#) contains a great deal of valuable information.



Don't hesitate to consult your pharmacist for advice on which medication to use and for more health tips.

## YOU THINK YOU NEED A CONSULTATION?

- If your child has a family doctor, call their clinic.
- If your child does not have a family doctor, call the Primary Care Access Point at 811, option 3.
- If you need advice or are not sure if you should see a doctor, call Info-Santé 811, option 1, to access the priority line for parents of children 0-17 years old. A nurse will be able to help you quickly.



# PRIMARY CARE ACCESS POINT

THE right  
service,  
BY right  
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THE time

For patients without  
a family doctor

Your child does not have a family doctor and you live on the territory of the CIUSSS of the east of the island of Montreal.

Your child needs to consult a professional for a specific, non-urgent or semi-urgent health problem.



## HOW TO CONSULT

### CONTACT US



**Telephone**

811, option 3

**Opening hours**

Monday to Friday

8 a.m. to 8 p.m.

Saturday, Sunday and public holidays

8 a.m. to 4 p.m.

Centre intégré  
universitaire de santé  
et de services sociaux  
de l'Est-de-  
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Québec 