



COLLÈGE DES MÉDECINS
DU QUÉBEC

STATEMENT OF SERVICES FOR CITIZENS

OUR MISSION: QUALITY MEDICINE AT THE SERVICE OF THE PUBLIC

The Collège des médecins is the professional order of physicians in Quebec. Founded in 1847, it is the oldest college of physicians in Canada.

Like Quebec's other professional orders, the Collège's primary mission is to protect the public. To do this, the Collège ensures compliance with the *Professional Code*, the *Medical Act* and their associated regulations, in particular by monitoring the practice of medicine by its members.

OUR FUNCTIONS

To fulfil its mission to protect the public, the Collège:

- Monitors and assesses medical practice in Quebec
- Makes recommendations in order to improve medical practice in Quebec
- Receives and responds to complaints from the public
- Ensures and promotes the maintenance of physician competence
- Verifies the competence of future physicians and their fitness to practice medicine
- Issues permits and authorizations to practice
- Monitors the illegal practice of medicine
- Collaborates with other professional orders in order to maximize the deployment of health and social services provided to Quebecers
- Develops practice guides and guidelines
- Takes a position, including in the media, on various health topics

OUR TEAM

To perform its functions, the Collège relies on a Board of Directors and an Executive Committee, and has standing committees and six divisions: the Practice Enhancement Division, the Inquiries Division, the Medical Education Division, the Legal Services Division, the Finances and Information Technology Division and the Executive Office. The Executive Office coordinates the activities of all the divisions and implements the decisions and orientations of the Board of Directors and the Executive Committee.

OUR SERVICES FOR CITIZENS

The Collège des médecins website contains a wealth of information and documents about the professional practice of physicians and the services provided to the public. Some of these services are presented below.

Contact information for physicians

The Collège gives you access to a physician directory where you can find a physician's contact information if you know his name or permit number.

Complaints

If you are not satisfied with a physician's services or if you believe that he has not fulfilled his professional obligations, you may choose to inform the Collège about the situation by submitting a request for an inquiry in writing. Your request will be examined in a rigorous and professional manner.

Disciplinary information

The Collège provides the public with some information of a disciplinary nature. All telephone calls related to a physician's disciplinary history are transferred to the person in charge of disciplinary information. The physician directory also contains some information regarding current or past decisions modifying a physician's right to practice.

Medical fees

A patient who feels they have been wronged and would like to contest the fees charged by their physician may obtain information from and request a conciliation of accounts by the Collège's Inquiries Division. This may be related, for instance, to fees for uninsured services or for care provided by non-participating physicians.

Authentication of a physician's signature

As a service to the public, the Collège will authenticate the signature of any of its members. On presentation of a document, it will certify that the physician whose signature appears on the document was, on the date the document was signed, duly registered on the Collège's membership roll and that the signature matches the specimen in his professional file.

Answers to frequently asked questions

Our website is designed to provide answers to as many of the public's frequently asked questions as possible. It includes a "[Questions and answers about services for the public](#)" section (available in French only). In addition, the "Publications and regulations" and "News" sections contain numerous information documents. Lastly, the Collège's Information Centre responds to requests from physicians, health professionals and the public.

Access to documents

Under the *Access to Information Act*, you may request access to documents regarding the monitoring of the medical profession. To do so, you simply have to send an email to the Collège or use the access request form that you will find on the Collège's website and which you can fill out and send to us by email or mail.

Medical records

When a physician ceases to practice, his medical records are either transferred to a transferee or transferred temporarily to a provisional custodian. Anyone who would like to obtain their medical record may consult the list of records that have been transferred to the Collège to obtain the contact information for the transferee physician if their records are not held by the Collège.

OUR SERVICES FOR PHYSICIANS AND FUTURE PHYSICIANS

The Collège provides future physicians, both from Québec and other parts of Canada or the world, with all the information they need about the process that must be completed in order to be eligible to apply for a permit to practice. The Collège supports students and residents throughout their undergraduate and graduate medical education up to the time their permit to practice is issued. It provides physicians with numerous practice support tools: practice guides and guidelines, regulations, in particular the *Code of ethics*, and a variety of training workshops. It also provides an advisory service for its members for any matters of a professional, ethical or regulatory nature.

OUR GENERAL COMMITMENTS

In fulfilling our functions, we are committed to:

- Ensuring that our actions are guided by the public interest
- Responding to your requests diligently and appropriately
- Supporting you in the steps you are taking and providing the necessary follow-up
- Ensuring that any information provided to us remains confidential and is disclosed only when authorized by law
- Being respectful and transparent in the performance of our functions
- Keeping our website and publications up to date

OUR COMMITMENTS WITH RESPECT TO REQUESTS

General calls

We will answer your telephone calls quickly during office hours, which are:

- Monday to Thursday, 8 a.m. to 4:30 p.m.
- Friday, 8 a.m. to noon

Complaints

Your call will be taken at the Inquiries Division during the following hours:

- Monday to Thursday, 8 a.m. to 11:45 a.m. and 1:00 p.m. to 4:30 p.m.
- Friday, 8 a.m. to noon

The Syndic's Office will complete its inquiry within a reasonable time, which can vary depending on the complexity of the matter and the number of inquiries in progress.

Requests for access to information

The response time provided for by law is 20 consecutive days. This may be extended by 10 days if necessary.

HOW TO CONTACT US

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| By telephone: | 514 933-4441 | By mail: | Collège des médecins du Québec |
| Toll free: | 1 888 MÉDECIN (633-3246) | | Suite 3500 |
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