

Towards Records that are Up-to-Date,
Accurate and **Exclusive...**

like you!



Information intended for the general public

User identification : one step towards information security

User identification is essential. Before allowing health professionals to consult and transmit medical information, each user must be uniquely, quickly and securely identified.

A legal agreement between the Régie de l'assurance maladie du Québec (RAMQ) and individual health institutions governs the exchange of some user-specific information. Moreover, the Commission d'accès à l'information has agreed to allow the exchange of records between the two entities.

What qualifies as identification records?

Identification records to be matched include the following :

- First and last names
- Date of birth
- Sex
- Address
- Health insurance number
- Parents' first and last names
- Date of death (when applicable)

The exchange of information between the RAMQ and the various institutions strictly pertains to user identification data. As such, clinical information is excluded from this process.



Information exchange controlling process

This collaborative effort between institutions and the RAMQ fully complies with the Health and Social Services Act as well as standards put forth by the Commission d'accès à l'information.

Every effort goes into making sure that each user is uniquely identified.

The exchange of identification data between the RAMQ and the various institutions serves a single purpose: to facilitate the sharing of clinical data needed to build individual users' health records.

Confidentiality

User records are strictly confidential. As such, only appointed personnel is allowed to process this data.



You can help by notifying us of any changes to your identification information:

To change your **address, parents' first and last names or Health Insurance number**, please contact :

- Régie de l'assurance maladie du Québec
www.ramq.gouv.qc.ca
1 800 561-9749

To report major changes to your **first or last name, birth date or sex**, please contact :

- Directeur de l'état civil
www.etatcivil.gouv.qc.ca
1 800 567-3900

To forward a change of **address** to the major government departments and agencies, please visit:

- Service québécois de changement d'adresse (SQCA)
www.adresse.gouv.qc.ca

