

Québec Study on the Use of Health and Social Services

November 2024

Web address:
statistique.quebec.ca/care

Greetings,

You have been selected to participate in the *Québec Study on the Use of Health and Social Services*, which aims to collect reliable data on people's habits, knowledge and needs in terms of access to health and social services in Québec. The Institut de la statistique du Québec (ISQ) is conducting this study on behalf of the Ministère de la Santé et des Services sociaux (MSSS).

Whether or not you have recently used health or social services, your answers are important to obtain a reliable portrait of the accessibility of these services.

To participate, **go to the web address indicated in the box at the top of this letter**, enter your identifier, and answer the online questionnaire that takes about 20 minutes to complete. If necessary, you can exit the questionnaire and come back to finish it at a more convenient time.

The ISQ will call the participants who have not submitted their online questionnaire to obtain their answers. If you are not available when we call, just let us know what time would be more convenient for you.

For more information about this study or assistance, please get in touch with the ISQ using the contact information provided below. You will also find useful information on the back of this letter and on our website (statistique.quebec.ca) under "Surveys".

Thank you for your cooperation. By participating in this study, you are helping us produce high-quality statistics.

Sincerely,



Simon Bergeron
Chief Statistician

Additional information

Why should I participate?

Your participation is voluntary but important, just like that of the several thousand other people selected at random in Québec. Your answers will enable us to obtain a reliable statistical portrait of the use of front-line health and social services (medical clinic, emergency, CLSC) in Québec. The results will provide the people in charge at MSSS with the information they need to improve access to services.

Confidentiality and data transmission

This study is conducted in accordance with the *Act respecting the Institut de la statistique du Québec*. The ISQ has entered into an agreement with the Ministère de la Santé et des Services sociaux, to whom the information will be sent, except for your name, address, and telephone number.

Your answers will be kept confidential and will only be used for statistical purposes.

Ethics

The ethics committee appointed by the Institut de la statistique du Québec reviewed the study to ensure it is conducted in a way that respects participants and protects their dignity.