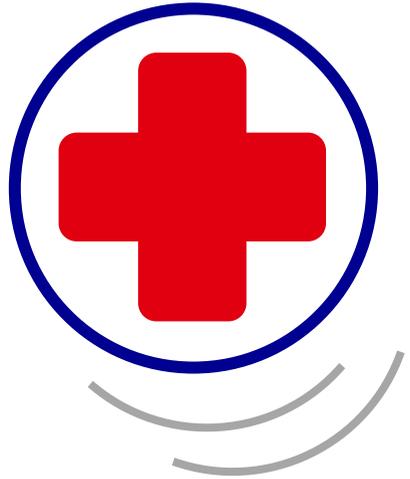




GOUVERNEMENT

*Liberté
Égalité
Fraternité*



If I am sick, where can I go for treatment?

**If I am a foreigner, how do I get
reimbursed for health expenses?**

DECEMBER 2023 / ANGLAIS

Where can I go for treatment?



To a doctor

- You are sick
- You wish to speak with a doctor.

You must see a **general practitioner**.

The general practitioner will refer you to a **medical specialist** if you require one.

To find health centres and doctors near you, visit the following website:
annuaire.sante.ameli.fr



To the hospital

- For **emergency** treatment.
- To see a medical specialist, if you have been referred by your general practitioner under a coordinated health care pathway. You must make an appointment before.



To buy medicine

You must go to a **pharmacy**. There are pharmacies open overnight, on Sundays, and on holidays. These are **pharmacies on duty**: their addresses are sometimes indicated on the front door of the pharmacy.



“Bilingual health booklets”:
www.santepubliquefrance.fr





Facilities where you will be treated free of charge, regardless of your situation

Health Care Access points (PASS service) ^[1]

Most public hospitals have a PASS service. Some PASS services specialise in eye (ophthalmology), teeth (dental), and skin (dermatology) diseases.

^[1] For those in a precarious situation and who have difficulty accessing healthcare.

To get vaccinated

Speak with a doctor, a midwife, a pharmacist or a nurse, or visit the following website:

<https://vaccination-info-service.fr>



For pregnant women and children under 6 (care and advice)

In Mother-and-Child Protection Centres (PMI)



To receive contraception, advice on sexuality, termination of pregnancy support

In sexual health centres



For screening for AIDS, hepatitis and sexually transmitted infections (STIs)

At Free Information, Screening, and Diagnosis Centres for HIV, hepatitis and STIs (CeGIDD)



To treat addictions

In Centres for Treatment, Accompaniment and Prevention (CSAPA) and in alcohol and drug addiction departments of public hospitals



To detect and treat tuberculosis

In tuberculosis treatment centres (CLAT)



For mental health

- Psychiatric health care access centres (PASS Psy)
- Regional centres for psychological trauma (CRP)
- Medico-Psychological Clinics (CMP)

For children's mental health

- Medico-Psychological Centres for Children and Adolescents (CMPEA)
- Medico-Psycho Pedagogical Centres (CMPP)

You can also visit a private clinic or a private facility for psychiatric care.

To find a medical centre specialising in mental health:

<https://cn2r.fr>

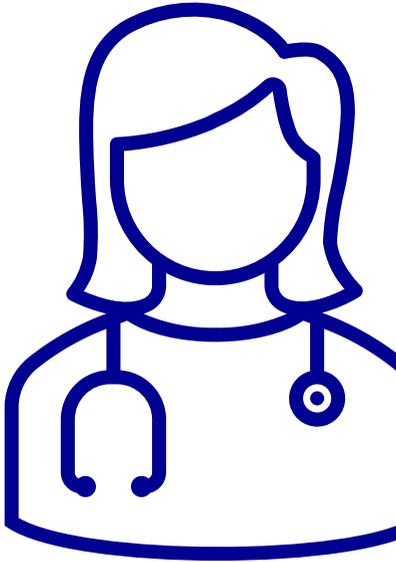


Mental health guides in several languages:

<https://orspere-samdarra.com>



The doctor's role



The doctor must explain the treatment to you and ask for your consent before treating you or giving you medicine. If you do not understand in French, you can request a translation.

The doctor must listen to, examine, advise, and treat everyone, regardless of their origin.

MEDICAL CONFIDENTIALITY
The doctor keeps all information about your state of health confidential.

Do I have to pay for my health expenses?

Healthcare must be paid for in France.

The **national health insurance** and **your supplementary healthcare coverage** then reimburse part or all of your health expenses.

National health insurance (national social security system)

➔ It is **mandatory**.

➔ It allows you to be reimbursed for part of your health expenses.

With a **third-party payer** you do not need to pay in advance for health expenses. The national health insurance pays the health professional directly.

> See how to obtain health insurance below

Supplementary healthcare coverage (or private insurance)

➔ It is not mandatory, but it is recommended for better coverage.

■ **Depending on your income and family situation, the Subsidized Supplementary Health Insurance Program (CSS or C2S) may be free or charged.**

You do not pay health expenses at the doctor's office, at the hospital, or at the pharmacy. They will be covered directly by social security and the CSS.

■ **If you are not eligible for the CSS, you can pay contributions towards a private insurance of your choice.** Compare different insurances according to your needs.



For further information

Contact the **CPAM** of your place of residence.

Call **3646** (call-charge number).

The national health insurance website: <https://www.ameli.fr>



How to obtain health insurance?

FOR ANY NATIONAL OF A FOREIGN COUNTRY, WITH REGULAR STATUS

The Universal Health Protection (Puma) guarantees anyone working or living in France on a stable and regular basis the right to health coverage **on a personal basis** and on a continuous basis throughout life.

To obtain health insurance, you must be registered to a **National Health Insurance Office (CPAM)**.



Fill in the **personal request form**

<https://www.service-public.fr/particuliers/vosdroits/R45084>



Fill in the **dependent minor child form**

<https://www.service-public.fr/particuliers/vosdroits/R16671>



Provide all **supporting documentation** of your residence in France for more than 3 months, with your name and a date where necessary (for instance: rent receipts, telephone bills, doctor's prescriptions, certificate from an association...).



Attach your medical **bills** if you have any.



You must provide a fixed address and have a letter box with your name on it. If you do not have a fixed abode, you can request a **domiciliation** where you can receive your mail (for instance, you can request a domiciliation at the **Community Social Action Association of your town, CCAS**).



Keep a copy of your files.



To apply for a **Subsidized Supplementary Health Insurance Program (CSS)** online (on your Ameli account) or by mail by filling out this form

<https://www.service-public.fr/particuliers/vosdroits/F10027>



How to be reimbursed?



To obtain reimbursement of your health expenses, show your statement of rights or your “carte vitale” at a doctor’s office, a hospital, a pharmacy, etc.

Important

The Attending Physician

It is advisable to always visit the same doctor for better treatment and better reimbursement.

→ You must declare a doctor at your Health Insurance Office. This declaration can be done online by the doctor that you selected, with your consent.

The Coordinated Care Pathway

First go to your attending doctor for an opinion regarding your health. If necessary, he refers you to other medical specialists or hospital doctors. You can see the following specialists without going through your attending doctor: gynaecologist, ophthalmologist, psychiatrist.

The carte vitale

The carte vitale is a personal card. It proves your registration and your rights to the national health insurance. It entitles you to benefit from the third-party payer and to be reimbursed more quickly. It is not a payment card.

The Third-Party Payer

The third-party payer waives the need to pay the part reimbursed by the national health insurance in advance. To benefit from the third-party payer, show your carte vitale to the health professional.

The Social Security Number

At first, you are assigned a **temporary identification number (NIA)** which does not allow a carte vitale to be issued, nor an Ameli account to be created. This number can be shown to doctors and employers.

Once you are registered for national health insurance, you will obtain a **social security number**.

This 15-digit number is unique and personal and does not change. It appears on the “**statement of rights**”, and on the “**carte vitale**”.

It is often requested for your administrative and professional procedures.

My situation	My rights
<p>I am:</p> <ul style="list-style-type: none"> ■ A refugee ■ A student ■ A minor in care at the ASE ■ A family member of a person living in France and who already has health insurance 	<ul style="list-style-type: none"> ➔ I can obtain National health insurance and supplementary healthcare coverage upon my arrival in France. ➔ I make a request for the procedure at my CPAM.
<ul style="list-style-type: none"> ■ I have a job in France 	<ul style="list-style-type: none"> ➔ I am covered by the National health insurance as soon as I start working, without any steps to take.
<ul style="list-style-type: none"> ■ I am in a different situation 	<ul style="list-style-type: none"> ➔ I must wait to have lived in France for more than 3 months before applying for the national health insurance and supplementary healthcare coverage at the CPAM. ➔ When I make a request at my CPAM, I provide proofs, in particular those showing that I have been in France for more than 3 months.



EMERGENCY NUMBERS

Medical emergencies (SAMU): 15 or 114





For children in danger: 119



For women who are victims of violence: 3919



Suicide Prevention: 3114
➔ In English: 01 46 21 46 46
or <https://soshelpline.org>



LE NUMÉRO NATIONAL DE PRÉVENTION DU SUICIDE