



## I am sick

### Where can I receive treatment? How do I know where to go?

A list of healthcare establishments and professionals near you can be found at <http://annuaire.sante.ameli.fr>



#### To a non-hospital-based healthcare professional

You can consult a 'general practitioner' for all health problems who will examine you and prescribe you the medicine you need. They will direct you towards a 'specialist' doctor or medical professional (nurse, physiotherapist, etc.) if you need additional examinations or treatment.



#### To a pharmacy

To buy medicine, whether prescribed or not by a doctor or hospital.  
To ask for advice.

**Paid care may be covered by your healthcare insurance: see page 2 for instructions on how to submit your request.**



#### To a hospital

##### In the event of an emergency

For certain examinations or consultations carried out by specialists, on appointment



#### To a centre where you will be treated free of charge, regardless of your situation

For all types of treatment: to a permanence d'accès aux soins de santé - PASS (health service access point)

For pregnant women and children under 6 years old: to a centre de PMI (PMI centre)

For tuberculosis: to a centre de lutte anti tuberculose - CLAT (TB clinic)

For HIV, hepatitis and STI testing: to a CeGIDD (free centres for information, testing and diagnosis of HIV, viral hepatitis and sexually transmitted diseases)

For the issuing of contraceptive methods: to a centre de planification familiale - CPEF (family planning clinic)

For addictions: to a CSAPA (treatment, support and prevention centre for drug users)

To specialist associations.



#### In the event of a medical emergency,

call 15 or 112 who will guide you based on your situation.

## Important information

**Non-discrimination and medical confidentiality:** Healthcare professionals (doctors, nurses, dentists, etc.) cannot refuse you treatment based on your ethnicity. It is also prohibited for them to share information on your health with anybody else, even with the authorities.

**General practitioner:** in order to receive optimised care and a swift refund, you must choose a 'general practitioner' who will be responsible for your medical care. Discuss this in your first consultation.

**No medical procedure nor treatment can be carried out without full details being shared with you and without your consent.**

## How to acquire health insurance to cover your medical expenses ?

In France, healthcare is paid for but **you can benefit from health insurance which will fully or partially cover your medical expenses and those of your family**, depending on your situation. **Seek information and request the forms at your local CPAM** (Primary Healthcare Fund near your place of residence) or by phoning 3646 (toll number) or by visiting [www.ameli.fr](http://www.ameli.fr) and [www.complementaire-sante-solidaire.gouv.fr](http://www.complementaire-sante-solidaire.gouv.fr)

- IMPORTANT** ✓ **If your children need medical care:** and even if you did not yet apply for insurance cover or while your application is being processed, you apply at the CPAM by filling in the forms, enclosing the supporting documents and the medical bills for their swift reimbursement.
- ✓ **You must provide a permanent address** or, if you do not have one, quickly request a temporary address from an establishment (e.g., CCAS) where you can receive your mail.

### You have a residence permit. In order for your healthcare expenses to be covered, you must apply for 2 covers:

#### 1) Your health insurance cover:

It enables you to benefit from a partial reimbursement of your medical care expenses. You request the form at the CPAM and enclose the requested supporting documents. Once your application is accepted, you will receive the so-called "Certificate of entitlement" and later on a card known as "carte Vitale" which you need to bring with you to the doctor's office, hospital, pharmacy, etc. in order to get reimbursed.

#### 2) Your complementary insurance cover

It allows you to be better reimbursed, either in full or in part depending on **the level of your income or the chosen policy**

- **If you have a low income:** you can benefit free of charge of the **Complémentaire Santé Solidaire (C2S)** without any financial contribution on your part. You won't have to pay for your treatment at the doctor's, hospital, pharmacy..., the expenses will be directly covered. Request the form at your local CPAM
- **If you have a little higher income:** you can **still** benefit from the **C2S**, provided that you make a financial contribution which depends on your age. Health insurance cover is the same whether you have to make a financial contribution or not. Request the form at your local CPAM
- **If your income is too high** to benefit from the **C2S** : take out a paid complementary insurance for a better reimbursement of your medical care expenses. Find out more by directly contacting companies offering complementary health insurance policies.

<p><b>I am a refugee / a student / a family member of a person who already have health insurance cover :</b></p>	<p><b>I am a recipient of family or social benefits</b> (RSA, family allowance, housing aid, disability allowance AAH...):</p>	<p><b>I have a job in France:</b></p>	<p><b>I am in a different situation:</b></p>
<p>I can benefit from my health insurance cover as soon as I arrive in France. I apply at my local CPAM <b>without waiting for a minimum of 3 months of residence in France</b></p>	<p>I can benefit from my health insurance cover as soon as I arrive in France. I apply at my local CPAM <b>without waiting for a minimum of 3 months of residence in France.</b></p>	<p><b>I am covered as soon as I start my activity.</b> I apply at my local CPAM without waiting for a minimum of 3 months of residence in France</p>	<p><b>I must wait for a minimum of 3 months of residence in France before applying at my local CPAM.</b> I will enclose with my file the proof documents of residence</p>

#### In order to lodge your application for health insurance cover at the CPAM (a copy of which must be kept) :

- ✓ You include in the forms all your dependants who live in France so that they are also covered.
- ✓ You provide all proof of residence in France for more than 3 months, if necessary, with your name and a date (for example: rent receipts, telephone bills, doctor's prescriptions, certificate from an association, etc.).
- ✓ You should enclose your treatment bills if you have any, so that your file can be processed as a matter of priority and, if possible, your expenses reimbursed.

