



## 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 do I obtain healthcare insurance to cover my treatment?

In France, treatment is not free, but you can use your healthcare insurance to cover some or all of the costs, depending on your situation. Ask for information and for the forms at the caisse primaire d'assurance maladie - CPAM (healthcare insurance office) or by telephone on 3646 (premium rate number) or at [www.ameli.fr](http://www.ameli.fr) or [www.cmu.fr](http://www.cmu.fr).

- Important**
- ✓ **If your children need treatment:** do not wait to obtain your healthcare insurance, and submit a request to the CPAM with proof and receipts of treatment, for it to be covered.
  - ✓ **You must give a fixed address,** or swiftly request an address from an association where you can receive post if you are homeless

### I don't have a residence permit and I have been in France for less than 3 months

**You are required to pay for all treatment...**

...but you can receive free healthcare:

- ✓ at a hospital if you are pregnant or need urgent care, e.g. for an injury or serious illness, contagious illness (scabies, tuberculosis, etc.) or chronic illness (diabetes, etc.), or the need for medical treatment...
- ✓ in one of the free healthcare centres listed on page 1.

### I don't have a residence permit and I have been in France for more than three months

**You can request Aide Médicale de l'État - AME (State medical assistance) at your CPAM.**

If you meet the conditions (low income and proof that you have been in France for 3 months), you will get an AME card which should be shown when receiving care (at a hospital, a doctor's surgery, for medicine, etc.). Your healthcare costs will be covered. You will not need to pay for your treatment, with the exception of certain medicines (orange label) and a part of the consultation fee at certain doctors' surgeries.

Ask for their fees before your consultation.

AME is free and valid for 1 year.

### I am in France temporarily (e.g. on a tourist visa)

**You are required to pay for all treatment.**

You must be signed up to a private, paid insurance scheme in order to be refunded for your healthcare costs, under certain conditions.

For your healthcare insurance requests to the CPAM (of which you should keep a copy):



- ✓ **include all of your dependants living in France on the forms, so that they are eligible too;**
- ✓ provide all documents that contain your name and a date proving that you are in France (e.g. rent receipts, telephone bills, prescriptions, certificate issued by an association, etc.);
- ✓ if you have received treatment or require treatment, attach your healthcare bills or medical certificates to your application so that it is processed as a priority.

### I have a residence permit and I have been in France for more than 3 months

**Ask for your healthcare insurance and complementary CMU (universal health coverage) at your CPAM.**

You will receive a document referred to as an 'attestation de droits' (certificate of entitlement) followed by your 'carte Vitale' (health insurance card) for your healthcare insurance, which should be shown when being treated in order to receive a partial refund for your healthcare costs. Ask for fees before your consultation.

**You can access complementary cover which will refund you in full:**

- ✓ If you meet the requirements for complementary CMU cover (low income and proof that you have been in France for 3 months), your certificate of entitlement and carte Vitale will be updated and your healthcare costs will be fully refunded. You will not be required to pay for treatment. Complementary CMU is free and valid for 1 year.
- ✓ If your income is too high to be eligible for complementary CMU, you can take out paid cover (mutuelle), which will refund your treatment according to the contract you opt for.

**If you are an asylum seeker, refugee, student, in employment, or a family member of someone who already has healthcare insurance: you are eligible for healthcare insurance without having to wait 3 months following your arrival in France.**