Welcome Desk

HEALTH CARE IN FRANCE FOR AN INTERNATIONAL STUDENT OR RESEARCHER

Are you an international student or researcher at PSL looking to take care of your physical and mental health?

We hope that this PSL Welcome Desk guide can help!

SUMMARY

NOTE:

The information provided is for reference only and is not contractually binding on PSL University. The information has been compiled from various government websites and based on the PSL Welcome Desk's experience; however, it is subject to change depending on changes to services or other factors. Please feel free to email us at welcomedesk@psl.eu with any questions or comments.

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ACCESS TO HEALTH CARE

Once you have your provisional or definitive social security number, you can make a medical appointment and be reimbursed by the French healthcare system (*Assurance Maladie*). If you do not have one of these numbers, you can still receive care but will have to pay the full rate without reimbursement. You may be able to receive retroactive reimbursements, depending on your situation.

If needed, please refer to our guide on how to register with the French Social Security system.

Coordinated Care System (*le parcours de soins coordonnés*)

For optimal access to care and maximum reimbursement of fees, the French healthcare system encourages you to respect what is known as the "path of coordinated care" (*parcours de soins coordonnés*). This system requires you to select a primary care physician (*médecin traitant*). This doctor should be seen before you seek care from other professionals and can best refer you to specialists and tests if necessary. Note that you may consult another doctor when it is not possible for you to see your primary care physician.

GOOD TO KNOW

Some health professionals can be consulted without going through your primary care physician. View the list of healthcare professionals concerned here.

Declaring a Primary Care Physician (*médecin traitant*)

You have full control over the choice and declaration of your primary care physician. The doctor may be a general practitioner or a specialist, and there are no geographical restrictions.

The most common way to declare your primary care physician starts by making an appointment with the doctor you have selected. During the consultation, ask if they agree to being your primary care physician. If yes, then your doctor will transfer your declaration directly to the CPAM (*Caisse primaire d'asurance maladie*), or you will need to submit Form S3704 yourself to your CPAM.

Making an Appointment with a Doctor

To make a medical appointment, you can contact the doctor's office directly or through Doctolib, a service free of charge. Doctolib is an online service, also available as a mobile app, used by many patients and healthcare professionals in France. Once registered, you can search for a healthcare professional by searching for the medical specialty of your intended consultation or the name of the doctor or care facility. Various filters can be applied to narrow your search, including by location and language.

IMPORTANT

Read the doctor's information carefully, including the types of consultations accepted, rates, reimbursement terms, payment methods, and location.

USEFUL RESOURCES

Emergency Numbers

112 European emergency number
114 Emergency number via text for people who are deaf or hard of hearing

112	European emergency number
114	Emergency number via text for people who are deaf or hard of hearing
15	Emergency medical service (SAMU - service d'aide médicale urgente)
17	Police Department
18	Fire Department
115	Emergency shelter
119	Child abuse
3919	Women who are victims of domestic violence

Assistance Publique – Hôpitaux de Paris (AP-HP)

AP-HP is a public healthcare institution that includes 38 hospitals located primarily in Paris and the surrounding suburbs. Find here the list of AP-HP hospitals. You can also go to a hospital emergency service. Be sure to bring your health insurance card and proof of identity.

LEARN MORE

Click here to learn more about fees and reimbursements rates for hospital emergency services.

Maternity and Family Care

The hospital maternity ward serves pregnant women, women who have recently given birth, and babies. It ensures pregnancy monitoring, delivery, and post-natal care. Once you have declared your pregnancy to the CPAM, you will be proposed a series of check-ups up through your child's first weeks and mostly reimbursed at 100% with your *carte vitale*. Care for pregnant women, postnatal care, and care for children up to age 6 can be found through your doctor, midwife, and at dedicated centers for maternal and child health (*Protection maternelle et infantile* (PMI)).

The standard reimbursement rate of 70% applies for all children under 16, whether or not they have a designated primary care physician. Reimbursement may vary depending on whether the child sees a general practitioner, a pediatrician, or another specialist.

LEARN MORE

- Ameli page on pregnancy monitoring and support.
- Public Service page on fees and reimbursement for children under 16.

On-Call Pharmacy (*Pharmacie de garde*)

On-call pharmacies provide access to medications outside of regular hours (holidays, Sundays, and at night). To find the nearest on-call pharmacy, you can call **3237** or visit this website: On-Call Pharmacies | ameli.fr |Health Insurance.

PSL Health Service

Université PSL provides certain health service options for students, including preventive medicine and psychological support. Find all the services offered on the PSL Health Service website.

Health at Work

If you are employed, we invite you to contact your Human Resources Service if you have questions regarding health at work.

Occupational medicine

Occupational medicine aims to preserve the physical and mental health of employees. The occupational physician plays an exclusively preventive role. The occupational doctor or occupational health nurse meets with the employee several times throughout their career, including consultations for new hires and for return to work after certain periods of sick leave.

Sick leave

A sick leave certificate is a document issued by a doctor certifying that the employee is unable to work for a specified period. When you are on sick leave (*arrêt maladie*), you must inform your employer and the CPAM. Generally, the Health Insurance system will pay your daily allowances starting on the third day of sick leave, though this may vary depending on your collective bargaining agreement.

LEARN MORE

- To learn more about occupational medicine, please click here.
- Please find here useful information about the procedures related to sick leave.

REIMBURSMENT BY THE FRENCH HEALTHCARE SYSTEM

Consultation Fees

The cost of a visit to a general doctor is generally 30€. However, depending on the agreement (*secteur)* in which the consulting physician is enrolled, the fee and the reimbursement rate may vary. A minimum contribution of 2 € is required if you are over 18 years old.

LEARN MORE

For more information on consultation fees and reimbursement rates, please visit the official government website:

- Reimbursement for a doctor visit
- Summary of reimbursement rates
- Reimbursement for dental visits and care

Reimbursement of Medical Charges

The process of getting reimbursed for your medical expenses varies according to your situation.

If you have a *carte vitale*, reimbursement is automatic: show the card to your doctor or medical center, and your claim for reimbursement will be transferred electronically to the CPAM.

If you are a European student with **a European Health Insurance Card (EHIC)**, if you have **a provisional French Social Security number**, or if you have a definitive social security number but **in the absence of a *carte vitale***, then you must advance the cost of the consultation and then complete a form (*feuille de soins*) to be reimbursed retroactively:

1. At your medical consultation, ask the doctor to provide you with the *feuille de soins* form. The doctor will fill in part of the form, and you must complete your personal information and sign.
2. Submit the form along with your EHIC or proof of a French social security number plus your bank information (RIB) to your CPAM. We strongly suggest you keep copies of the documents. You can also, after obtaining your *carte vitale*, upload your scanned *feuilles de soins* via your Ameli account.

COMPLEMENTARY HEALTHCARE INSURANCE (*MUTUELLE)*

Depending on your personal situation, once you are covered by the universal health care system, it may be useful to subscribe to a supplemental healthcare insurance to receive additional reimbursements. This is particularly the case for dental, optical, and hospitalization coverage.

How to Sign Up for Complementary Health Insurance

You can sign up for this insurance once you have your certificate of health insurance coverage. It is generally suggested to contact insurance companies directly to request a quote, review the details of the reimbursement policies, and choose the plan that best meets your needs. You will receive a card to present at your appointments and the pharmacy.

If you are a student

You can check out the offers from Heyme, Smerra and Smeno, which are partners of PSL. Feel free to email us at welcomedesk@psl.eu for more information.

Regarding complementary healthcare insurance, the government gives the following advice:

- Prefer contracts that clearly indicate the coverage offered and the reimbursements obtained.
- Choose a contract whose guarantees are in line with your budget, your family and, above all, your health conditions.

If you are an employee

Ask your Human Resources office about required and optional procedures. For the public sector, see details about complementary health insurance for public employees here.

GOOD TO KNOW

The French Government offers a solidarity-based complementary health insurance, the *complémentaire santé solidaire* (C2S), with a very low copayment for those who meet the eligibility criteria. The C2S covers 100% of your healthcare expenses, including hospital care. To begin the application process, you will need:

- Your *attestation de droits à l'Assurance Maladie*.
- Proof of your financial situation from the previous 12 months, including if you were outside France.
- Completed form : *Demande de complémentaire santé solidaire*.

CONTACT THE PSL WELCOME DESK

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PSL Welcome Desk Web Pages

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