

Paris-Saclay



Student health services

# MY HEALTH GUIDE IN FRANCE



International students

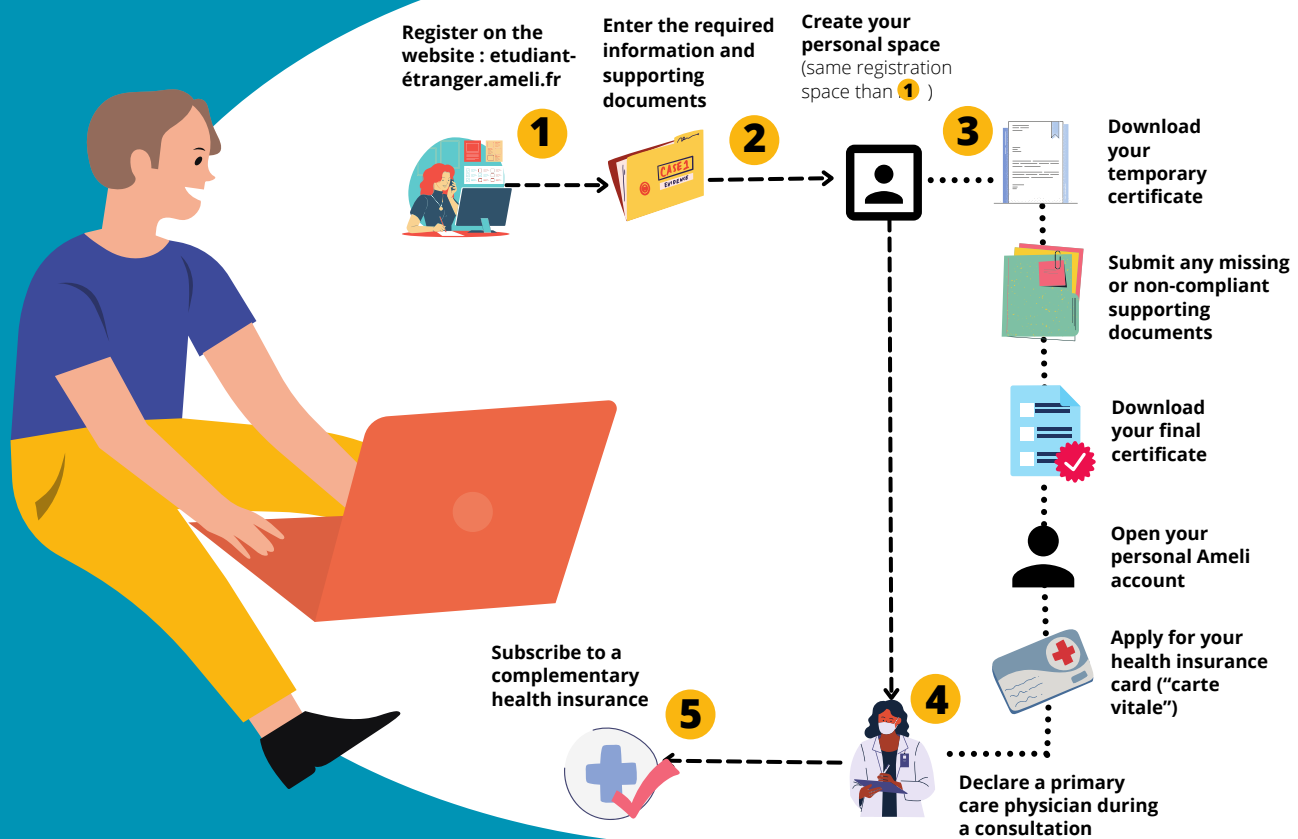
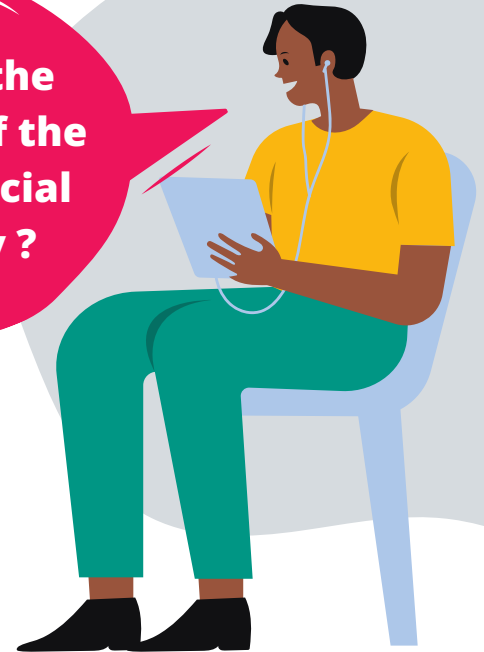
université  
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Having health insurance is mandatory to carry out your studies in France. It **allows you to be reimbursed of the majority of your medical expenses** (70% on average). The steps to follow to register for social security vary depending on your country of origin.

It is essential to apply for a social security membership from the moment your university enrolment is completed. It takes about 3 months to get a social security number in Essonne. It is therefore strongly recommended to take out a private insurance for the time period the procedures are being implemented, as soon as you obtain your visa.

## What is the purpose of the French social security ?



If you are a European student, you can directly apply for a **European Health Insurance Card (EHIC)** at the national health office in your country of origin. In this case, you do not need to register on the website : [etudiant-etranger.ameli.fr](http://etudiant-etranger.ameli.fr).

You will have to present this card during your medical appointments.

However, if you do not have a European Health Insurance Card, you need to register on the website **[etudiant-etranger.ameli.fr](http://etudiant-etranger.ameli.fr)**. You will have to complete your registration by submitting the entitlement form delivered by the social security organisation in your country of residence (S1 form), or a sworn statement of sufficient financial resources.

For more information on the procedures to follow depending on your country of origin, you can visit the French health insurance website (<https://www.ameli.fr/assure/droits-demarches/europe-international/protection-sociale-france/vous-venez-etudier-en-france>).

The complementary health insurance allows you to have a **better reimbursement of your medical expenses**. It is not mandatory but strongly recommended. Indeed, the French health insurance only reimburses on average 70% of your health care expenses. It is the complementary health insurance (also called "mutuelle") that allows you to be reimbursed of your full health care expenses. In order to begin the procedures, compare the different programmes and request a quote, you can get information from different comparators and institutions (supplemental insurance providers, insurance companies, banks). If you have a student job while you are studying, you can also join the social security scheme of the company where you work.



**What is the purpose of the complementary health insurance ?**

If you are experiencing financial difficulties, you can apply for the **"Complémentaire Santé Solidaire"** (CSS) which allows you to be entitled for free or minimal costs to a better reimbursement of your health care expenses (doctors, dentists, hospitals, pharmacy...). You can perform a simulation beforehand on the Ameli website (<https://www.ameli.fr/simulateur-droits>). You can submit your request through your Ameli account or by sending the form to your health insurance fund (CPAM).



**How to be reimbursed after a medical appointment without a health insurance card ?**

You can be reimbursed for your medical expenses by the French health insurance system from the moment you obtain your temporary social security number. However, you will be asked to pay in advance and to fill in a reimbursement claim ("feuille de soins"). This reimbursement claim will be handed to you by the health care professional. You will then need to complete it with your social security number, your contact details, and your signature at the bottom of the page. Then, you will need to send it by mail to your affiliate health insurance fund to be reimbursed.

In France, to have access to some specialised care and to be better reimbursed, you need to have a **primary care physician ("médecin traitant")**. He is the first person you consult to be advised on your medical state and he will make sure to provide the best medical follow-up for you. You can declare your primary care physician at your first consultation. If you wish, you can change your primary care physician later on.

**How does your health insurance card work ?**

The card needs to be updated once a year, and any time your situation changes. You can update it using the terminals available at the health insurance funds and most pharmacies. Updating your card helps keeping your information up to date and facilitates reimbursement of your health care expenses.



**I cannot show up to my student job because I am sick... What should I do ?**



In order to be compensated by the CPAM when you are sick, you must follow **these steps** :

1. Make an appointment with the doctor and request a sick note
2. Send your sick note within 48 hours to your employer and to the CPAM
3. Your employer should send your wage certificate to the CPAM
4. The health insurance services calculate your allowance (allowance is eligible from 150 hours of work performed)
5. You can keep track of your record via your Ameli account

Notes :

- In most cases, your daily allowances are calculated based on half your gross salary and the first three days are not compensated (waiting period).
- If you have the Covid, a self-declaration on the Ameli website is enough, you do not need to make a medical appointment unless your health condition requires one (there are no working time conditions or waiting periods).

If you speak French, you can contact the health insurance services by calling the **36 46**. When calling this number, you can also ask to speak to a bilingual service advisor. You can also directly contact an **English-speaking number : 09 74 75 36 46**

If you feel the need, you can make an appointment with an advisor of the CPAM of your department (primary health insurance fund). Since the health crisis, the CPAM has only been receiving people upon appointment.

You can also send your inquiries through the Ameli forum (<https://forum-assures.ameli.fr/>) or by email from your account (section "my inbox").

You also have the possibility to receive a **personalised support**, with a health insurance advisor to help you with your care and administrative procedures.

(<https://www.ameli.fr/assure/droits-demarches/difficultes-acces-droits-soins/accompagnement-sante>)

**Who to contact for help ?**



If you are a non-European student residing in France for :

- more than 3 months : you can apply to the **State Medical Assistance ("Aide Médicale d'État")** : <https://www.ameli.fr/assure/droits-demarches/situations-particulieres/situation-irreguliere-ame>
- less than 3 months : you can apply to the **emergency and vital care scheme ("Dispositif de soins Urgents et Vitaux")** :

<https://www.ameli.fr/assure/remboursements/cmu-aides-financieres/aide-medicale-etat-soins-urgents>

**What should I do if I have a health emergency and I have not received my temporary social security number?**

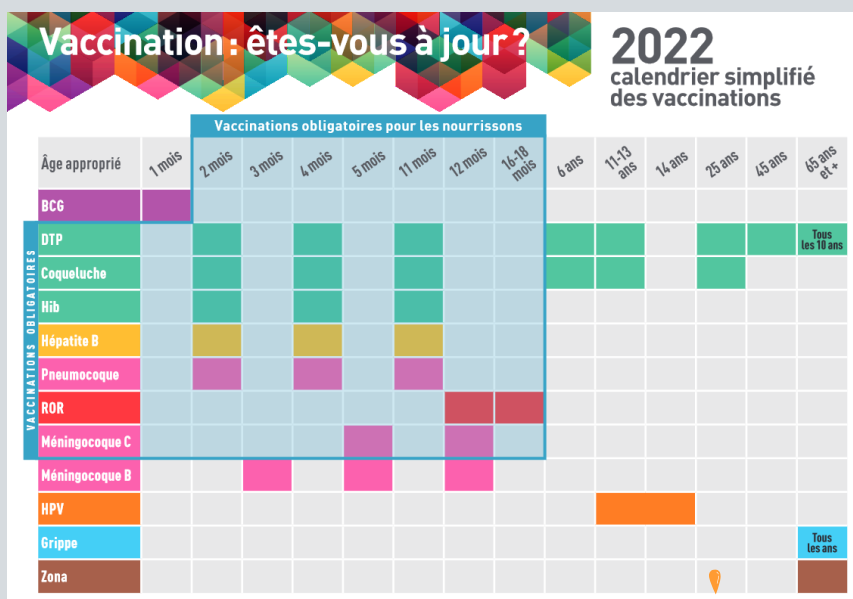
Upon your arrival in France, **you can contact professionals at the Student Health Services (SSU) for free advice and a preventive health assessment.** The doctors at the SSU can prescribe free screening for sexually transmitted infections (HIV, syphilis, hepatitis B...), contraception, vaccinations, nicotine substitutes and a chest X-ray. However, SSU professionals do not provide therapeutic medical consultations (disease treatments, prescriptions, etc).

**Do I have any compulsory health examinations and vaccinations to carry out ?**

In order to carry out your studies in the best conditions, **some vaccines are recommended** : Covid 19, DTaP (Diphtheria, Tetanus, Poliomyelitis), Hepatitis B, MMR (Measles, Mumps, and Rubella)... Depending on medical referral, you could maybe need to perform an X-ray for screening for tuberculosis.

If you are studying medicine or paramedicine, you will need to make other compulsory preventive consultations with doctors at the SSU before carrying out your first work placements. Do not forget to bring your health and/or vaccination record at each medical appointment.

**For more information on vaccinations :**



*If you are a health student :*

1

An up-to-date vaccination (DTaP, hepatitis B, Covid), a blood test to attest a sufficient level of antibodies against hepatitis B, and a tuberculin test dating back to less than one year, are compulsory to carry out your work placements at the hospital. As the time between booster doses can be long, it is necessary to make arrangements in advance.

2

It is necessary that you make an appointment with the SSU upon your arrival to verify that your vaccines are up-to-date and to perform a compulsory tuberculin test ([sante-etudiants@universite-paris-saclay.fr](mailto:sante-etudiants@universite-paris-saclay.fr)).

3

Afterwards, you will receive a certificate of vaccinations issued by the SSU that you will need to submit to the enrolment services.



Where can I go to take care of my health ?



## AT THE PARIS-SACLAY UNIVERSITY

- **Student health services** (SSU) : preventive medical consultations (medical check-up) and paramedical consultations (nutrition, addiction...), psychological support, preventive actions : [sante-etudiants@universite-paris-saclay.fr](mailto:sante-etudiants@universite-paris-saclay.fr)
- **Disability and Studies** (SHE) Unit within the Department of Student Life & Equal Opportunities (DVEEC) : adjustments to courses and examinations : [handicap.etudiant@universite-paris-saclay.fr](mailto:handicap.etudiant@universite-paris-saclay.fr) / 01 69 15 61 59
- **Counselling Unit for Gender-based Abuses** : support, listening and guidance for victims or witnesses to fight against all types of harassments (moral, sexual, cyber-harassment ...) : [harcelements@universite-paris-saclay.fr](mailto:harcelements@universite-paris-saclay.fr)
- **Student Life and Social Action Unit** within the Department of Student Life & Equal Opportunities (DVEEC) : material and social assistance : [aides.etudiant@universite-paris-saclay.fr](mailto:aides.etudiant@universite-paris-saclay.fr)
- **International and European Affairs Office** (DRIE) / **the "Guichet d'Accueil des Talents Etrangers"** (GATE) : free assistance for health and administrative procedures (health insurance...) : [international.welcomedesk@universite-paris-saclay.fr](mailto:international.welcomedesk@universite-paris-saclay.fr)
- **University physical activities department** (SUAPS) : free sports lessons (dance, fitness, team sports...) : [service.suaps@universite-paris-saclay.fr](mailto:service.suaps@universite-paris-saclay.fr)

## THE CROUS

### Social assistances :

- One-time Welfare Payment (ASAP)
- Specific Annual Financial Aid (ASAA)
- University Emergency Welfare Payment (ASIU)

**Food aids :** 1 euro meal tickets, meal card...

Appointments with social workers directly on the website : <https://mesrdv.etudiant.gouv.fr/fr>

In case of emergency, contact the following address : [service-social@crous-versailles.fr](mailto:service-social@crous-versailles.fr)



## UNIVERSITY'S PARTNERS

### Psychological assistances :

- **APASO association** (Association for prevention, reception, assistance and guidance) : [etudiants91@apaso.fr](mailto:etudiants91@apaso.fr) / 0805 829 130
- **Apsytude association** (psychological consultation) : [rdv.apsytude@gmail.com](mailto:rdv.apsytude@gmail.com) / 06 27 86 91 83
- **Friends on Campus** (Amis du Campus) **association** [Orsay] : [amis-campus-orsay.asso@universite-paris-saclay.fr](mailto:amis-campus-orsay.asso@universite-paris-saclay.fr) / 01 69 15 37 13
- **Talking and listening circles** (Cercles de paroles et d'écoute) [Sceaux] : [cercles2paroles@universite-paris-saclay.fr](mailto:cercles2paroles@universite-paris-saclay.fr)
- **Psychological support exchanges** (teleconsultations) : <https://www.doctolib.fr/cabinet-pluridisciplinaire/la-chapelle-sur-erdre/alliance-c>
- **Students of Île-de-France Listening Service** (Ecoute étudiants Île-de-France) : <https://ecouteetudiants-iledefrance.fr/home>
- **Essonne teenagers centre** (Maison des adolescents de l'Essonne) : 01 60 15 26 22 / [mda@eps-etampes.fr](mailto:mda@eps-etampes.fr)
- **Nightline Saclay** (Listening line in French : 01 85 40 20 10 or in English : 01 85 40 20 00)

### Solidarity grocery stores :

- **AGORAé Paris Saclay** : 01 69 15 31 48 / [contact@agorae-paris-saclay.fr](mailto:contact@agorae-paris-saclay.fr)
- **AGORAé UVSQ** : [agorae@interassos-uvsq.org](mailto:agorae@interassos-uvsq.org)
- **Ma Ptite Échoppe** (Antony) : 09 87 71 10 61 / [contact@mapetitechoppe.fry](mailto:contact@mapetitechoppe.fry)

### Food distributions :

- **Les Potagers de Marcoussis** (local and organic vegetables baskets at reduced prices, Orsay, Palaiseau and Chatenay-Malabry campuses) : 01 64 49 52 80 / [contact@lespotagersdemarcoussis.fr](mailto:contact@lespotagersdemarcoussis.fr)
- **Student Solidarity Operation** : <https://portail.universite-paris-saclay.fr/vie-etudiante/Pages/Operation-Solidarite-etudiants.aspx>
- **Restos du Cœur** : every Thursday afternoon (building 237- UFR Sciences) : [ad91.universiteorsay@restosducoeur.org](mailto:ad91.universiteorsay@restosducoeur.org)
- **Secours Populaire** in Orsay : [saclay.orsay@spf91.org](mailto:saclay.orsay@spf91.org)
- **SoNo association** : [solidaritenormalienne@gmail.com](mailto:solidaritenormalienne@gmail.com)

# FREE NATIONAL SCHEMES

## General health :

- **Public Hospitals** (emergency rooms...): <https://www.hopital.fr/annuaire>
- **Continuous Access to Healthcare Services (PASS)**: <https://www.iledefrance.ars.sante.fr/precaires-annuaire-des-pass-et-outils-daccompagnement>
- **Departmental Prevention and Health Centres (CDPS)**: <https://www.essonne.fr/les-annuaire/liste/thematique/les-centres-departementaux-de-prevention-et-de-sante-cdps>
- **CPAM Health Examination Centres (CES)**: <https://www.ameli.fr/assurance/sante/assurance-maladie/prevention-depistages/examen-prevention-sante>
- **Municipal Health Centres (CMS)**: See on the website of your city of residence
- **Essonne Nurse Preventive Consultation (CIPE)**: [https://www.essonne.fr/fileadmin/2-sante-social-solidarite/prevention/Depliant\\_CIPE-6607-V8.pdf](https://www.essonne.fr/fileadmin/2-sante-social-solidarite/prevention/Depliant_CIPE-6607-V8.pdf)
- **"toutes mes aides" platform** (for all students): <https://app.toutesmesaides.fr>
- **Handicap solidarity**: [solidaires-handicaps.fr](http://solidaires-handicaps.fr)
- **Fil santé jeunes** (chat and listening line): [filsantejeunes.com/0 800 235 236](http://filsantejeunes.com/0_800_235_236)
- **COMED association** (Committee for the health of exiles): 01 45 21 38 40/cds@comede
- **Colliard Centre**, Paris (medical and dental): 01 85 56 00 00 /cds.colliard@fsef.net

## Sexual health :

- **Free information, screening and diagnosis centres (CeGIDD-CDPS)**: <https://vih.org/cegidd/>
- **Family planning and education centres (CPEF)**: <https://ivg.gouv.fr/les-centres-de-planification-ou-d-education-familiale-13744.html> [Orsay: 01 69 28 49 42]
- **Hepatitis info service**: 0 800 845 800
- **AIDS info service**: 0 800 840 800

## Mental health :

- **Students Psychological Assistance Offices (BAPU)**: consultations in English are available <https://annuaire.action-sociale.org/etablissements/jeunes-handicapes/bureau-d-aide-psychologique-universitaire--b-a-p-u---221/rgn-ile-de-france.html>
- **National psychological consultation service**: <https://santepsy.etudiant.gouv.fr/>
- **Espaces santé jeunes (ESJ)**: <https://www.cartosantejeunes.org/?CartoSante>
- **Nightline** (psychological assistances directory): [www.soutien-etudiant.info](http://www.soutien-etudiant.info)
- **Points Accueil et Écoute Jeunes (PAEJ)**: <https://www.cartosantejeunes.org/?CartoSante>
- **Psy Île-de-France** (Counselling platform): 01 48 00 48 00
- **Tchat En Avant Toutes**: [enavanttoutes.fr](http://enavanttoutes.fr)
- **SOS Homophobie** (chat and listening line): [sos-homophobie.org/01 48 06 42 41](http://sos-homophobie.org/01_48_06_42_41)

## Addictions and drugs :

- **Young users' consultations (CJC)**: [https://www.drogues-info-service.fr/Adresses-utiles/\(lng\)/2.213749/\(lat\)/46.227638/\(address\)/\(idR\)/20473/\(country\)/FR](https://www.drogues-info-service.fr/Adresses-utiles/(lng)/2.213749/(lat)/46.227638/(address)/(idR)/20473/(country)/FR)
- **Addiction care and prevention centres (CSAPA)**: <https://annuaire.action-sociale.org/etablissements/readaptation-sociale/centre-de-soins-accompagnement-prevention-addictologie-197/rgn-ile-de-france.html>
- **Harm reduction reception and support centres (CAARUD)**: <https://annuaire.action-sociale.org/etablissements/readaptation-sociale/ctre-accueil-accomp-reduc-risq-usag--drogues--c-a-a-r-u-d--178/rgn-ile-de-france.html>
- **Alcool info service**: 0 980 980 930
- **Drugs info service**: 0 800 23 13 13
- **Écoute cannabis**: 0 980 980 940
- **Tobacco info service**: 39 89

You can make an appointment with a health care professional in France :

- On the **Doctolib** website (<https://www.doctolib.fr/>)
- **By calling** the doctor you wish to see
- On the **QARE internet platform** which allows you to have access to teleconsultations quickly (<https://www.qare.fr/sante/medecin-en-ligne/>)

## Emergency numbers (24/7) :

- **112** European emergency number
- **114** Emergency number for the deaf and hard of hearing
- **15** Emergency medical services in France (Samu)
- **17** Emergency Police
- **18** Fire-fighters
- **39 19** Violence against women info
- **31 14** Suicide suffering prevention
- **01 45 39 40 00** Suicide listening line
- **01 40 02 16 80** Ophthalmic emergencies Quinze Vingt Hospital (Paris)
- **01 42 17 60 60 / 01 42 16 00 00** Dental emergencies Pitié Salpêtrière Hospital (Paris)
- **01 45 65 81 09** Psychiatric emergency (CPOA) Saint-Anne Hospital (Paris)



# MADE BY THE STUDENT HEALTH SERVICES

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