
Information and guidance

(Information, orientation et accompagnement)

All the places to get information, to be guided and advised, to ask for help or to get a treatment or a medical cover are listed below.

Social workers

Proxim'Social

Information and advice department (you can contact them directly or on the phone).

0805.01.2530 free for landline call

Open on Monday to Friday from 8h30am to 12h am and from 1h30 pm to 5h30 –
9 rue Picasso (CCAS de Besançon).

Social workers from medical and social centres called *centres médico-sociaux (CMS) de quartiers* (You must go to the CMS of your neighbourhood)

Medical and social centres (CMS) in Besançon:

- CMS Bacchus (city centre) – 1 place Bacchus – 03 81 25 87 00
- CMS Planoise – 7 avenue Léonard de Vinci – 03 81 51 00 41
- CMS Saint Ferjeux – 30 rue Caporal Peugeot – 03 81 41 40 10
- CMS Saint-Claude – 6 rue Jean Wyrsh – 03 81 50 31 41
- CMS Tristan Bernard (Palente – Clairs-Soleils) – 19 rue Tristan Bernard – 03 81 25 44 44
- CMS Montrapon – 7 chemin de l'Epitaphe – 03 81 50 42 84

Others

**CIDFF (*Centre d'Informations des Droits des Femmes et des Familles*=
Information Centre for Women and Families' Rights)**

For more information : 14 rue Violet – 03 81 83 48 19.

Comede Information line (*Comité Médical pour les Exilés*= medical committee for exiles) For more information about access to medical care and social cover: 01 45 21 63 12 on Monday, Tuesday, Wednesday and Friday from 9 am to 1h pm.

For more on foreigners' rights and access to healthcare, some specialised bodies can inform and help:

The CDDLE association Foreigners' Rights Protection Association (Collectif de Défense des Droits et Libertés des Etrangers) - Office open on Monday from 6 pm to 8 pm and Wednesday from 5 pm to 19 pm, 13 E rue Brûlard - 06 75 13 65 10 or 06 74 56 08 77 or 06 33 79 86 06 or 06 74 83 11 94.

la CIMADE - Office open on Thursday from 2 pm to 6 pm, 13 E avenue Brûlard 7th floor - 03 81 86 20 11 or 06 07 78 06 25

<http://www.cimade.org/regions/franche-comte-bourgogne>

Other links :

You can also find addresses of organizations involved in healthcare on **Besançon city website** : <http://www.besancon.fr/> Healthcare Social rubric and subrubric like Health (There is a sidebar on your left once you opened the page.).

Centre de sécurité sociale de Besançon (Besançon Sécurité Sociale Office) :
CPAM du Doubs, 'health insurance office of the Doubs), 2 rue Denis Papin - tel : 36 46 (national line -6 cents € per minute approx.).

--> National Health Insurance (*Assurance maladie*) the official website:

www.ameli.fr

--> Health Insurance Office of the Doubs(*Assurance maladie du Doubs*):

http://www.ameli.fr/employeurs/votre-caisse-doubs/index_doubs.php

Standard social cover (Sécurité sociale de base)

Any person who has been living in France legally for at least 3 months is entitled to a standard social cover (*Sécurité Sociale de base*). (Asylum seekers are not required a 3-months minimum time living in France to be entitled to the standard social cover).

The social cover –Sécurité sociale– system allows being reimbursed partly or totally for your medical fees.

You have to claim it at the *Sécurité Sociale* office of Besançon: *CPAM du Doubs*, 2 rue Denis Papin – tel: 36 46 (national line –6 cents € per minute approx.). Some documents are required for the application.

Documents and IDs required

IDs: preferably the birth certificate, otherwise the passport or ID card or, for asylum seekers, a certificate of deposit (certificat de dépôt) provided by the *Ofpra* (*Office français de protection des réfugiés et apatrides* = *French office for the protection of refugees and stateless persons*) or any document likely to prove your identity.

Address: proof of accommodation (receipt for rent payment or EDF bill) or administrative address from an approved organisation. Warning: Make sure your mail is delivered to this very address.

Stays in France on a regular basis: any valid document referring to residence delivered by the Préfecture: resident card, temporary residency permit or card, official appointment/summons, receipt, asylum application notice, etc.

Financial resources: certificate of any financial resources between January and December of the previous year. (wages, benefits, etc.)

However, people entitled to the *CMU complémentaire**: certificate of any financial resources over the last 12 months.

Other Health Insurances (Les Assurances complémentaires)

Some other benefit organizations can make up the difference of what the standard social cover (*Sécurité Sociale*) does not cover. A “*mutuelle*”, or a private medical insurance policy, the CMU and the AME for people with low financial resources, help you pay for some or all of the medical expenses that cannot be met by the standard “*Sécurité sociale*”).

The **CMU complémentaire** (Couverture Médicale Uniservelle = universal medical coverage), aimed at people with low financial resources, is free. People with low financial resources and who do not have a residence permit have to claim the **Aide médicale État (AME)**=State Medical Aid.

People who are not entitled to the CMU nor the AME and does not have sufficient financial resources to pay for a « *mutuelle* » or a private medical insurance policy, may be eligible for the « **aide à la mutualisation** » (= benefit to help pay for part of your *mutuelle* or private medical insurance policy fee)

The CMU complémentaire

You can receive the *CMU complémentaire* if you are entitled to receive the standard social cover and your financial resources are less than 587,16 euros net per month (This sum can change according to the number of people concerned – for instance, 2 people must receive less than 880,75 euros a month) ; The ceilings can change on a regular basis. When you are a *CMU complémentaire* beneficiary, you can be examined and treated for free.

RSA beneficiaries and asylum seekers are automatically granted the *CMU complémentaire*.

In case your resources are slightly over the ceiling, you can claim a benefit called *Aide à la mutualisation/Tiers payant* to help them pay for a *mutuelle* or private medical insurance policy.

When you need to be examined quickly, by a doctor or a dentist and you cannot pay for the consultations, you have to ask for an immediate admission (*admission immédiate*) to the *CMU complémentaire*, with a letter from your doctor if need be. In the next few days, the “*Sécurité sociale* office will deliver a certificate. You must bring all the necessary IDs and documents to the doctor.

You have to claim the *CMU complémentaire* at the *Sécurité sociale* office in Besançon: *CPAM du Doubs*, 2 rue Denis Papin – tel : 36 46 (national line - 6 cents € per minute approx.). When you apply, you have to provide the certificates for

any financial resource received over the last 12 months (Assedic, RMI benefits, salary, etc.) or a declaration of honour.

Thanks to the *CMU complémentaire*, one does not pay for consultations at the hospital or to a doctor, neither laboratory exams, nor medicine at the chemist's shop.

Every time you see a doctor, you must show your certificate or the *carte Vitale* along with the notification.

The CMU complémentaire is valid for 1 year, everywhere in France. You must ask for its renewal 2 months before the expiring date if your situation is still the same.

If you are hospitalized with no medical cover, go and see the hospital's social worker called *assistante sociale* so she or he will be able to help you get a social cover in order to prevent from receiving a bill. If you do receive a bill from the hospital, go see the *assistante social* as soon as possible.

Warning ! People without birth certificate are given by the Sécurité sociale a temporary immatriculation (beginning by 7 or 8), and are not given a *carte Vitale*. They have to present a paper certificate to be treated.

Administrative mail address

If you are homeless and thus you cannot get an accommodation certificate you can ask for an administrative mail address :

- To the Besançon council – Town Hall 2 rue Mégevand - 03.81.61.50.50.
- or to an association approved by the *Sécurité sociale* and AME *Aide médicale État* (ask for the approved associations addresses and phone numbers to the town council).

L'Aide médicale État (AME) State Medical Aid

You are entitled to the *AME* if you have been living in France for at least 3 months, you do not have a residence permit and you receive less than 587, 16 € net per month.

Warning! If you have an appointment to the préfecture, you have to claim the standard social cover (*sécurité sociale de base*) and *the CMU complémentaire*, no the *AME*.

When you need to see a doctor quickly, you have to go to the public hospital and ask your doctor a letter to fasten the *AME* delivery by *the Sécurité sociale office* (where you must bring all the necessary documents).

You have to claim for the *AME* to the *Sécurité sociale* office in Besançon: *CPAM du Doubs*, 2 rue Denis Papin – tel: 36 46 (national line - 6 cents € per minute approx.)

Some IDs and documents are required to apply for the AME.

IDs and documents required:

IDs: preferably the birth certificate, otherwise the passport or ID card or, for asylum seekers, a certificate of deposit provided by the *Ofpra* (*Office français de protection des réfugiés et apatrides = French office for the protection of refugees and stateless persons*) or any document likely to prove your identity.

Address: proof of accommodation (receipt for rent payment or EDF bill) or administrative address from an approved organisation (see p.5). Warning: Make sure your mail is delivered to this very address.

Residing in France for at least 3 months: any proof of accommodation, receipt for rent payment, EDF bill, OFPRA documents, former residence permits, wage slips, etc

Financial resources: preferably, a document summing up the financial means of the applicant and anyone in his/her care: spouse, children, etc over the last 12 months. Otherwise, provide any proof of the expenses actually paid for.

The AME is charged 30 € a year since the 1st of March 2011.

Thanks to the AME, consultations at the hospital or to a doctor, laboratory exams, medicine at the chemist's shop are not charged. The AME gives access to dental treatments but neither to dental prostheses nor glasses.

You must show the certificate of admission to the AME anytime you see a doctor.

The AME is valid 1 year, everywhere in France. You have to ask for the AME renewal 2 months before the expiring date if your situation is still the same.

Aide à la mutualisation (≈benefit to help pay for medical insurances)

It refers to a benefit that helps pay for part of your *mutuelle* or private medical insurance policy. To be entitled to it, the financial resources of the applicant must not be over a ceiling that amounts to approx. 20 % more than the *CMU complémentaire* one. Make enquiries or apply to the *Sécurité Sociale* office in Besançon: *CPAM du Doubs*, 2 rue Denis Papin – tel: 36 46 (national line - 6 cents € per minute approx.).

General practitioner or family doctor (Médecin traitant)

In order to receive the higher reimbursement possible of your medical fees, you must choose a “*médecin traitant*”, that is, the one you wish to go consulting and give his/her name to the Sécurité Sociale (National social cover system)

This doctor is coordinating your visits to some other practitioners. For example, when you want to visit some specialists you need your “*médecin traitant*”.to make the referral. Of course anyone can change their “*médecin traitant*” whenever they want, in case they move for instance.

Any change in the choice of the “*médecin traitant*” must be transferred to the *Sécurité sociale* office.

Ask for copies of your exams results and always bring along the necessary medical documents to any visit to a doctor.

Where to consult a doctor in Besançon? (Où consulter à Besançon)

Good places if you are looking for doctors, hospitals and specialists are listed below.

General practitioners

In order to find the addresses and phone numbers of general practitioners in Besançon, you can look up in the yellow pages of phonebooks.

Main hospitals

- *CHRU Jean Minjot*

3, boulevard Alexandre Fleming (near to Planoise, Chateaufarine)
Tel. 03 81 66 81 66

- *CHRU Saint-Jacques*

2, place Saint-Jacques (city centre)
Tel. 03 81 66 81 66

In these two hospitals, like many others, a social department called *service social* is at disposal if patients or their relatives need counselling or help during the stay or to prepare the patient's check-out. If you want this department's help you have to ask for it when you arrive at the hospital.

Phone number of the social department called *service social* of the CHRU Jean Minjot: 03 81 66 85 48 (Someone might redirect you to the social department (service social) of the CHRU Saint-Jacques if need be).

Les Services de santé spécialisés = Special health departments – usually free and available without requirement regarding status or other-.

Psychological support:

- Counselling centre = *centre de guidance* (CGI) – individual help – help to families
- 13 rue des Jardins/ 03 81 53 48 02 ou 5 rue Blaise pascal (Planoise)/ 03 81 41 85 45.

Sexuality-Contraception- Gynaecology:

- CICS (*Centre d'Information et de Consultation sur la Sexualité= Sexuality Consultation and Information Centre*). Le CICS provides medical consultation for free and anonymously for prescription, contraception, pregnancy diagnosis, STDs and AIDS detection, domestic counselling (family and partner), pre and post *IVG (Interruption Volontaire de Grossesse = termination of pregnancy)* visits, psychological support, information on sexual and emotional life - 27 rue de la République – From Monday to Friday from 10 am to 6 pm (on summer time the opening hours may change and the facilities are closed some days). To make an appointment: 03.81.83.34.73 or you can also go directly.
- Allo Point Ecoute. Sexualité, contraception, IVG Helpline. Sexuality, contraception and termination of pregnancy (*IVG*) – 03 81 81 48 55 from Monday to Friday from 10 am to 6 pm.
- *Conseil général, Centre de planification et d'éducation familiale* – 25 rue Charles Nodier – You have to make an appointment : 03 81 25 87 70. They also provide gynaecological consultations (pregnancy, sexually transmitted infections, contraception, termination of pregnancy, etc.)

Vaccinations

Direction Hygiène santé Hygiene and Health Service – 15 rue Mégevand – 03 81 65 78 00.

Service de lutte anti-tuberculeuse Fight tuberculosis Service
15 rue Denfert Rochereau – 03 81 65 44 58.

Women abuse/ prostitution/ victims of violence

- *Le Nid*. 2 rue de la bibliothèque – 03 81 83 02 03. (Emergency line 06 59 24 47 66).
- *Solidarité femmes* (women solidarity). 15 rue des roses – 03 81 81 03 90.

Drug use and other addictions

- *Solea*. 2 place Payot – 03 81 83 03 32.

Alcohol addiction and quitting smoking

- ANPAA 25. 11 rue d'Alsace – 03 81 81 03 57 or 03 81 83 22 74.

AIDS and STI (Sexually Transmitted Infections)

- CDAG – Free and anonymous detection centre for Aids, hepatitis and STI (Sexually Transmitted Infections) 15 rue Denfert Rochereau – 03 81 65 44 50.
- *Centre de planification et d'éducation familiale.* 25 rue Charles Nodier – 03 81 25 87 70.
- *CODES 25* (brochures and information). 3 avenue Louise Michel – 03 81 82 32 79.
- *AIDES* délégation départementale du Doubs. Help to HIV-positive people, information and syringes exchange programme. 3 rue Ronchoux – 03 81 81 80 00.

--> And also *Sida info service*. Free line – 0 800 840 800.

In case you took a risk (unprotected sexual intercourse, ripped condom, syringe sharing, wound by a soiled object) you must see your doctor as soon as possible (within 48 hours) or the CDAG (*Centre de dépistage anonyme et gratuit du sida, des hépatites et des IST (Infections Sexuellement Transmissibles)*) = Free and anonymous detection for aids, hepatitis and STI (Sexually Transmitted Infections) centre.

It is very likely other specialised departments exist. Make enquiries.

Where to see a doctor with no medical cover and no money? (Où consulter sans protection maladie et sans argent)

Some places offer healthcare for free and without requirements:

- **la PASS (Permanence d'accès aux soins de santé= permanent access to healthcare)- The department is based at the** Jean Minjoz hospital next to the SAMU (emergency service), 3 boulevard Alexandre Fleming (vers Planoise, Chateaufarine) – Open on Monday to Friday from 8h30 am to 4h30 pm - Tel. 03 81 66 86 81.

People with no money or with very low financial resources who are not covered by social welfare for health issues and who are in need for treatment, can be go to the PASS to get the necessary medical attention for free. They will also have the possibility to consult a doctor, to get advice and counselling (about their rights and entitlement for example) as well as being supported for any medical mail that could accelerate some entitlements by the *Sécurité Sociale*.

- **Médecins du monde (= Doctors of the world)** – 12 rue Champrond – 03 81 51 26 47.

Centre d'Accueil pour la Santé et l'Orientation Health Counseling Centre (open to everyone without requirements). Consultations and medicine are free. Open on Tuesday to Friday at 2 pm to 4 pm or 5 pm depending on workload.

- **France humanitaire (Humanitarian France)** – Free dental treatments (For people without entitlement concerning healthcare) – 10 avenue Fontaine Argent – 03 81 80 97 13 – open on Thursday at 2 pm to 5 pm without appointment.

To look after one's health (Veiller à sa santé)

For more on issues addressed in this rubric, please visit the POUR VEILLER A SA SANTE section in the INPES booklet.

On the following link to the website (an English version is available):

<http://www.lasantepourtous.com/francais/pour-veiller-a-sa-sante/sommaire.htm>

Detecting some diseases early allow treating them better, it is the main objective of the check-up (*Bilan de santé*, p13).

Anyhow, better safe than sorry, it is possible to protect oneself and be treated for AIDS-VIH (p. 15), sexually transmitted infections (p. 19), viral hepatitis B and C (p. 20) and tuberculosis (p. 22).

Taking preventive action for a higher health quality also concerns vaccination (p. 24), lifestyle (nutrition, physical activity, smoking, alcohol, see p. 25) and contraception (p. 28).

Mental health (Santé mentale)

CHU (*Centre Hospitalier Universitaire* ≈ Teaching Hospital Complex)

Psychiatric emergency department

Office and phone line open 24H/24 et 7 jours/7 without appointment, everybody over 18 years old.

Address: Boulevard Flemming 25000 Besançon

Phone: 15

The *Centres Médico-Psychologiques (CMP)* offer guidance, information and medical consultations

- Children, teenagers and students from 0 to 20 years old.

CMPP: *Centre Médico-Psycho Pédagogique de l'académie* ≈ medical centres for infants or teenagers suffering psychological disorders. Free psychological support

22 rue Chifflet . Monday to Friday: 8h am to 12h am and 1h30 pm to 6h30 pm.
Saturday: 8h30 am to 12h am.

- Students from 20 to 27yearsold: BAPU: *Bureau d'Aide Psychologique Universitaire* University Psychological Support Office.

Free psychological help..

22 rue Chifflet. Monday to Friday: 8h am to 12h am and 1h30 pm to 6h30 pm.
Saturday: 8h30 am to 12h am.

- Adults: CMPs are places to find free day-care for people suffering from mental disorder (psychiatric, psychological, medical consultations), an individual attention is provided to people going through a personal or family crisis. Some options for participating to therapeutic activities in groups are offered.

For all publics, people are advised to the adequate CMP according to where they live.

Psychological consultations with appointment only.

- CMP Jules Verne 2, rue de l'industrie, 03.81.40.38.00

- CMP Blaise Pascal 5, rue Blaise Pascal, 03.81.41.85.40

- CMP Le point du jour 15, avenue Denfert Rochereau, 03.81.25.43.34

Psychiatric Consultation at home

CH Novillars - *Equipe mobile de prévention intersectorielle* (EMPI Multisector Prevention Mobile Team): Consultations in pairs

Psychiatrist/nurse go to people's home with appointment aiming at accessing or getting back to psychological care, for adults (18 years old and over)

Address: CMP Jules Verne 2 rue de l'Industrie 25000 Besançon

Phone number: 03.81.40.38.00

Post-trauma Consultations

With appointment - CHU-Psychiatric emergency-

Address Boulevard Flemming 25000 Besançon

Phone number: 03.81.66.80.13

Father-Mother-Baby Unit

Perinatal guidance: pregnant women having medical or psychological disorders, parents with psychological interpersonal or medico-social problems.

Collective care, individual consultations, talking groups

Address 11, rue de Reims 25000 Besançon

Phone number: 03.81.88.33.62

***Maison de l'adolescent* Teenager Home**

It provides guidance, advice, information and special care for teenagers from 12 to 20 years old, and/or parents having difficulties with their children.

Comprehensive medical care (somatic, psychological, social, school-related, judicial)

Free consultations, with or without appointment

Address: 13, rue des Jardins 25000 Besançon

Phone number: 03.81.53.97.67

Free Consultations for children and teenagers from 0 to 18 years old

Guidance centres for infants and children (*Centres de guidance infanto-juvénile*): advice and information depending on where one lives.

CGI de Planoise 5 rue Blaise Pascal 25000 Besançon 03.81.41.85.45

CGI 13 rue des Jardins 25000 Besançon 03.81.53.48.02