

# Healthcare access

## Information note for the Ukrainian refugees

A selection of the essential resources in French, Ukrainian and Russian and the **list of stakeholders** involved for **people who have fled Ukraine** because of the conflict is available on the internet website: <https://solidariteessante.gouv.fr/actualites/actualites-du-ministere/accueil-ukraine>

### Coverage of the medical expenditure

You are fully covered for your medical expenditure by the Assurance Maladie thanks to the Universal healthcare coverage system (PUMa) and the subsidized supplementary health insurance (CSS). All the information regarding your rights is available on the website: <https://www.ameli.fr/assure/droits-demarches/situationsparticulieres/refugie-ukrainien>

### Find and see a doctor

If you are sick or want to talk with a doctor, you have to see a « General practitioner or primary care physician ». He may prescribe medicine, blood test, X-ray or any further medical investigation. He may also refer to a “specialist medical practitioner”

To find a health professional (doctor, nurse...), go to the Assurance maladie “annuaire santé” online: <http://annuaire.sante.ameli.fr/>. Most of these professionals allow you to place an appointment online through: <https://www.doctolib.fr/>, <https://allodocteur.fr/>, <https://www.keldoc.com/> or <https://www.maiia.com/>.

If you are facing some issues to find a doctor you can find the list of the health centres (preventive medical care) and the medical centres (medical care) by area on the ARS website: <https://www.hauts-defrance.ars.sante.fr/liste-des-maisons-de-sante-pluriprofessionnelles-msp-et-des-centres-desante-cds>

If you still can't take an appointment to one of these centres, you can dial 36 46 to reach the Assurance Maladie's line (Monday to Friday). An advisor will help and guide you along this process and will answer your questions.