



Health

ACCESS TO HEALTHCARE

You have just arrived in Geneva and receive assistance from the Hospice général. Do you have questions about health and access to healthcare?

This document gives you information on following :

- The refugee healthcare network
- How does the refugee healthcare network work?
- What to do in case of emergency
- What to do if your child is sick
- How to get medication
- How to benefit from dental care
- What are your medical expenses?
- What happens in the case of an accident?

The refugee healthcare network

In Switzerland, health insurance is compulsory and you are insured with Swiss Risk & Care. You received a certificate from your social worker upon arrival. You need it for healthcare access.

Your healthcare is provided through a healthcare network, with follow-up by the Migrant Health Program (PSM), referral to a primary care doctor, and the Pharmasile network.

A nurse from the Migrant Health Program (PSM) will provide you with guidance and the name of your doctor (primary care doctor).

Any physical, psychological or mental health issue can be discussed with your nurse or doctor.

How does the refugee healthcare network work ?

For adults :

You should first consult the primary care doctor that is assigned to you. If needed, he or she will direct you to a specialist and give you the required prescription.

Under no circumstances should you consult a specialist directly without your doctor's prescription, except in the case of a gynecologist or an ophthalmologist.

For kids :

You can consult the pediatrician of your choice (private pediatrician, children's hospital or Youth Health Program).

For access to care, you must present the following:

- Your certificate of residency (permit N, F, B or departure time certificate for emergency assistance).
- Your Swiss Risk&Care health insurance card (or the provisional certificate received at the reception).

In the case of loss or theft of your card, contact your social worker or the financial and administrative case manager.

What to do in case of emergency ?

In a collective accommodation center:

- You can contact a nurse from the Migrant Health Program (PSM) or go to your primary care doctor.
- If you cannot wait : you contact the on-site team who will guide you.

In individual accommodations :

- You can contact a nurse from the Migrant Health Program (PSM) or go to your primary care doctor.

If no one is available and it is an emergency that cannot wait :

- Go to the emergency department HUG by public transport (or by taxi overnight-ask for a receipt).
- Call the number **144** only in the case of a life-threatening emergency

Warning ! Calling an ambulance must be reserved for life-threatening emergencies. If usage is considered abusive, you may be charged.

What to do if your child is sick ?

You can contact a nurse from the Migrant Health Program or the pediatrician of record.

In case of emergency: you contact the on-site team who will guide you. Children will be referred to pediatric emergency unit.

The brochure « Your child's health » (translated into 14 languages) gives advice and information on taking care of your child. You can find this brochure in the website of Bonjour Genève.

HUG Applications :

- App [Mon enfant est malade](#) gives tips for taking care of your sick or injured child
- App [Infokids](#) is a pediatric emergency application for when your child needs an appointment.

Useful address in case of emergency :

Hôpital des enfants

Avenue de la Roseraie 47

1205 Genève

How to get medication ?

To get medication you need :

- Have prescription (check with the doctor that the medication is reimbursed).
- Only go to a pharmacy on the Pharmasile list given by your social worker and always go to the same pharmacy.
- Present your health insurance card (or your provisional certificate) as well as your residency certificate (permit N, F, B or departure time certificate for emergency assistance).

Warning ! You are required to pay for any medication that is not prescribed by the doctor.

How to benefit from dental care ?

To benefit from dental care, you need a dental guarantee issued by the Hospice général.

What are your medical expenses ?

Medical expenses are managed by the Hospice Général. If you receive a medical bill, do not pay it but give it immediately to your person of reference.

In the event of a missed appointment : You will be invoiced and charged 50.-

Warning ! if you are unable to make it to a medical appointment, cancel 24 hours in advanced in order to avoid paying the fees for a missed appointment.

What happens in case of accident ?

In the event of an accident, your medical costs are covered by your health insurance. However, you must fill out an accident report for the insurance in order to ensure that your bills are covered.

If you are employed, your employer's accident insurance will cover the costs of treatment.

In all cases, it is important to fill out the insurance's accident questionnaire quickly.