

Please note: This document was not written by medical doctors. The information here is supplemental to that which is [already on our website](#).

**Friends/family/the government in my country of origin are giving recommendations and putting measures into place different from those in France. Who do I listen to?**

*Depending on where you are from, your family, friends, or even country of origin may recommend certain preventative measures or take certain actions, which France does not. The measures being taken and the recommendations given are the result of many factors. It is important that you follow the guideline and recommendations of the country in which you are residing.*

*For the latest guidelines issued by the French government, consult the official website dedicated to [Coronavirus COVID-19](#).*

**There's too much information about COVID-19**

*Many of us may feel overwhelmed or intimidated by the mass of information being sent out. COVID-19 is a new strain of the coronavirus SARS-CoV-2 and our understanding of how it is transmitted, of symptoms, treatment and therefore preventative measures are evolving. And rapidly.*

*While you may need to take a break from reading everything available, it is important, nevertheless, to do your best to regularly consult the information available. Complete information and updates are available on the [French government's Coronavirus COVID-19 website](#).*

*You may feel more comfortable starting with the [ULL2 website](#) and the [tab dedicated to international students](#). We, both in terms of the Université Lumière Lyon 2 in general and the International Relations Office, are doing our best to synthesise all of the information available in order to make it more readily accessible.*

**When should I seek medical assistance and who should I contact?**

*If you are exhibiting any of the symptoms related to coronavirus (cough, fever or feeling of fever, or difficulty breathing), **do not** go directly to a doctor's office or hospital.*

*If you have a cough and/or a fever: Contact a medical professional, either at the University Health Service ([Service de Santé Universitaire \[SSU\]](#)) or a private general practitioner.\**

*If, in addition to the above, you are also having difficulty breathing or experiencing respiratory distress and/or if you are feeling faint/weak: dial 15 (direct French number) or 112 (European number) to connect to the Urgent Medical Aid Service (fr. Service d'Aide Médicale Urgente [SAMU]). The SAMU has translators available if needed.*

\* For information on contacting the University Health Service or a general practitioner, see "How can I consult a doctor" below

**I don't have a declared general practitioner (fr. médecin traitant) but I need to consult a doctor. What do I do?**

*You may contact any general practitioner. You will simply need to explain that you are an international student, that you have not yet needed to consult a doctor and so therefore do not have a declared doctor. Depending on the doctor, s/he may be able to do a one-time consultation, may be able to take you on as a permanent patient, or may request that you try another physician. In the last case, simply repeat the process with another physician.*

**How do I find a general practitioner? What about a general practitioner who speaks a language other than French?**

*A list of doctors is available on the public health care website (Amelie.fr) through their [online directory \(fr. Annuaire santé\)](#).*

*The website [doctolib.fr](#) also allows you to search for a doctor near you. You can also find a doctor, make an appointment (including a video appointment), and find a doctor who speaks any of the following languages: Arabic, English, German, Italian, Polish, Portuguese, Romanian, Russian, and/or Spanish.*

**How can I consult a doctor under the current confinement?**

*The French government has limited doctor's visits to those consultations and treatments which can only be administered in person or which cannot be postponed. While you may not be able to go to a doctor's office, it is possible for a doctor to consult with you by telephone or video.*

*The University Health Service is open. To benefit from a medical consultation with the University Health Service, email an explanation of your needs/questions as well as your name and contact information to [SSU@univ-lyon2.fr](mailto:SSU@univ-lyon2.fr). A member of their staff will get back to you as soon as possible (note that the inbox is regularly consulted Monday through Friday between 8:30 am and 5:30 pm)*

*For consultation by a public general practitioner, when you contact a physician, his/her secretary will either schedule you for a consultation via telephone or a video consultation (in the latter case, s/he will explain how to access the online platform). If s/he deems it necessary to see you in person, you will need to fill out the required statement of exceptional movement (fr. Attestation de déplacement dérogatoire)*

**Can I consult a doctor even if I don't have health insurance?**

*Yes! You will not be refused treatment, you will simply not be reimbursed for medical care by the French health care system.*

*If you are concerned about paying for your medical costs, see "I'm worried about not being able to afford medical expenses. Are there any options?" below.*

## Can I still apply for health insurance?

*Yes! And the application is done entirely online. Visit the public health insurance's website for foreign students ([English version](#)).*

*To start you'll need a copy of your proof of enrolment at Lyon 2 (fr. Certificate de scolarité), a copy of the identity page of your passport, and your student visa (or residence permit [fr. carte de séjour]).*

*To finalise your enrolment, you'll need a copy of your birth certificate, for holders of a long-stay student visa (fr. Visa long séjour valant titre de séjour mention étudiant) a copy of your French Office of Immigration and Integration certificate (fr. Attestation OFII), and French bank coordinates (fr. RIB).*

*Your coverage will begin upon notification that your application has been received.*

## I was asked for my "carte vitale". What is it and what if I don't have one?

*A "carte vitale" is the French health insurance card that allows health care providers and pharmacies to send your proof of care directly to the French health care system so that you can be reimbursed more quickly.*

*If you don't have one, or simply don't have it with you, don't worry. You'll receive proof of care (fr. feuille de soin) which you can fill in later and send to the French health insurance provider (or foreign health care provider, should you have one) in order to receive your reimbursement.*

## I'm worried about not being able to afford medical expenses. Are there any options?

*Do not avoid getting medical help because of financial fears.*

*Medical expenses in France are very reasonable. For example, a visit to a general practitioner is 25€. An ambulance ride to a hospital within 3 km of your residence is 60€. For those with French health care, you will be reimbursed 70% of the cost. Those with complementary health care plans may obtain additional reimbursement.*

*While these may be relatively reasonable fees, we recognize that in a student's budget even 25€ can make a difference. You have options!*

*If you are worried about a general consultation fee, we recommend you start by contacting the University Health Service. Their services are free to students.*

*If you need medical attention beyond what the University Health Service can provide, you should contact a Social Services Assistant for information about emergency grants. Get all of the information on how to make an appointment [here \(French version only\)](#) (please note, in person consultations are currently suspended)*

*Depending on your financial situation, you may want to consider purchasing a complementary health insurance policy (fr. complémentaire de santé). Certain insurers may still be able to enrol you despite the current confinement. For more information about complementary health insurance policies, check our [website](#).*