

# Migration and health : care support in France

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# Background

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- The French health system is made of public hospitals, private clinics, private health care professionals
- Usually, general practitioners and usual care professionals are private, with their own office
- Hospitals and clinics are made for inpatients and for outpatients requiring specialist consultation
- Most of the population is covered by mandatory health insurance and often by supplementary insurance
- When patients covered by mandatory and supplementary insurance, they are refunded for many costs

# Health care access offices

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- Created in 1998
- Population : homeless people, socially disadvantaged people, people who don't qualified for public health insurance
- Missions :
  - Verify eligibiliy for any public health insurance
  - Offer health cares for people who can't Have access to it by an other way
  - Coordinate cares for people with strong social needs
  - Meet and work with other social workers and NGOs

- niveau 0 Accueil Hall Nord Consultations
- niveau 0 Consultations Externes:
  - Anesthésie - Bloc Externe - Chirurgie orthopédique
  - Chirurgie Urologique et Viscérale - Médecine
- niveau 0 Imagerie Médicale
- niveau 0 Espace des Usagers
- niveau 0 Réanimation Polyvalente
- niveau -1 SAMU
- niveau -1 Direction des Soins - Travail Social
- niveau -1 Direction Affaires Logistiques, Achats et Développement Durable (DALADD) - Direction des achats du G.H.T.

### Secteur E - Est

- niveau 0 Unité de Soins Continus "U.S.C."
- niveau -1 C.A.M.S.P.
- niveau -1 I.R.M.
- niveau -1 **URGENCES**

### Secteur C - Centre

- niveau 5 Direction des Finances
- niveau 4 Neurologie 1 - Unité Neurovasculaire "U.N.V."
- niveau 4 Neurologie 2
- niveau 3 Chirurgie 1
- niveau 3 Chirurgie 2
- niveau 2 Médecine Interne
- niveau 2 Hépato-Gastroentérologie et Néphrologie
- niveau 1 Bloc Opératoire
- niveau 1 Cardiologie Soins Intensifs - Cardiologie Interventionnelle
- niveau 1 Gastroentérologie Consultations - Endoscopie
- niveau 1 Pôle Anesthésie
- niveau 1 Technique Pneumologie
- niveau 0 Laboratoire
- niveau 0 Spécialités Médicales (Hospitalisation de jour et de semaine)
- niveau -1 Bibliothèque - Chapelle
- niveau -1 C.A.M.S.P.
- niveau -1 Service Mortuaire

### Secteur R

- niveau -1 Radiothérapie
- niveau -1 Scintigraphie/TEP Scan

### Secteur S - Sud

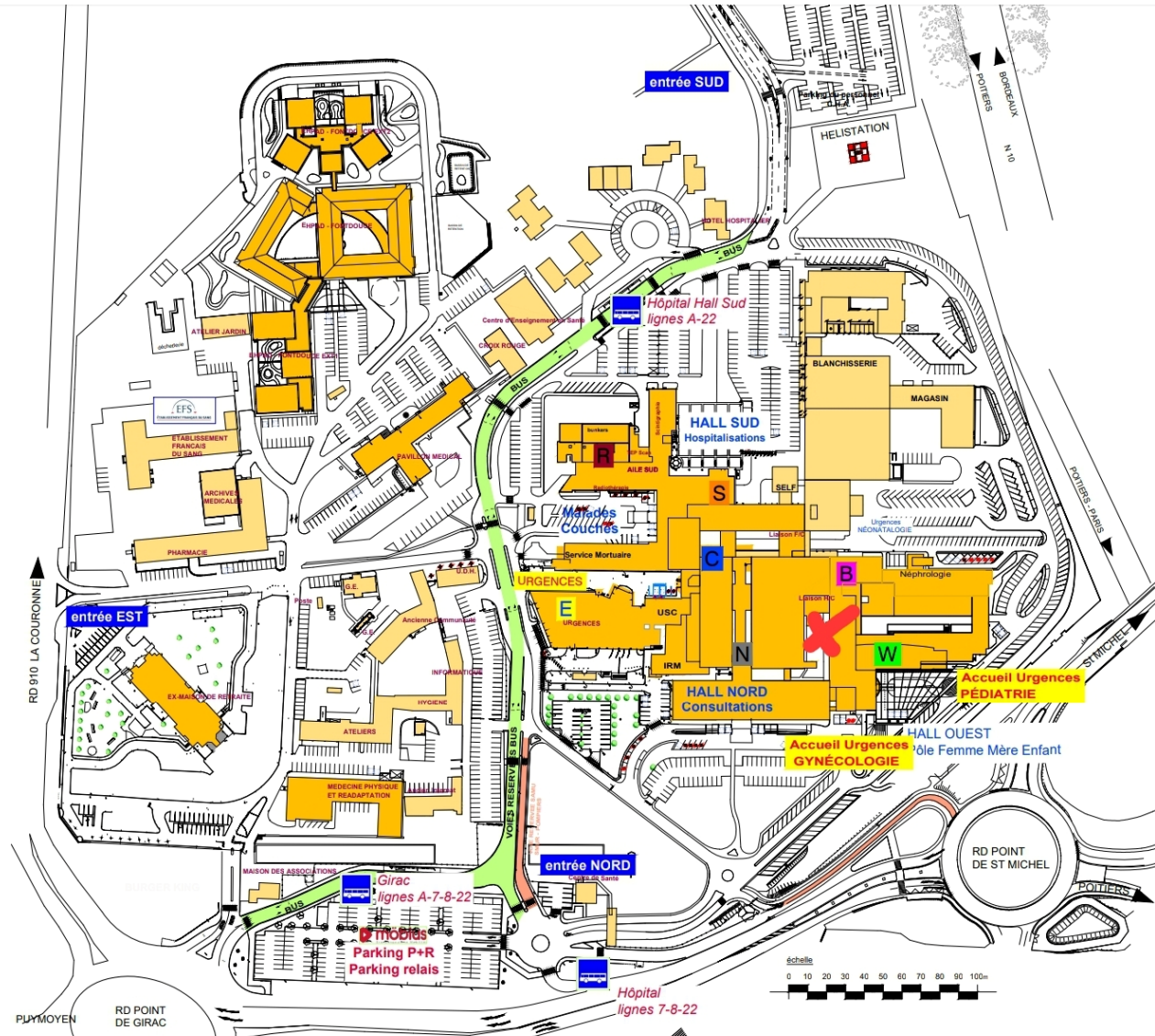
- niveau 5 Affaires Juridiques/Relations avec les Usagers
- niveau 4 Qualité/Gestion des Risques
- niveau 4 Médecine Gériatrique 1 et 2
- niveau 3 Chirurgie Ambulatoire
- niveau 3 Chirurgie 3
- niveau 2 Pneumologie 2 - Consultations externes diabétologie endocrinologie / Rhumatologie / Médecine interne
- niveau 2 Polysomnographie
- niveau 2 Pneumologie 1
- niveau 1 Cardiologie 1
- niveau 1 Cardiologie (hospitalisation de semaine)
- niveau 0 Oncologie
- niveau 0 Oncologie (hospitalisation de jour et de semaine)
- niveau -1 Accueil Hall Sud Hospitalisations
- niveau -1 E.R.I. (Espace de Rencontre et d'Information)
- niveau -1 P.C. Sécurité - Relais H café - Standard

### Secteur B - Bébé

- niveau 2 Pédiatrie Hospitalisation
- niveau 1 Néonatalogie
- niveau 0 Néphrologie Consultations - Dialyse
- niveau 0 Salle de Préparation à la Naissance et la Parentalité

### Secteur W - Ouest

- niveau 1 Gynécologie et Obstétrique
  - Accueil Urgences GYNÉCOLOGIE**
  - Salles de Naissance
- niveau 1 Maternité et Unité kangourou
- niveau 0 Gynécologie et Obstétrique Consultations
- niveau 0 HALL OUEST Pôle Femme Mère Enfant
- niveau 0 Pédiatrie
  - Accueil Urgences PÉDIATRIE**
  - Consultations Externes de Pédiatrie
  - Plateau Technique Pédiatrie
  - Unité Pédiatrique Ambulatoire
- niveau 0 Centre de Dépistage CoeDID
- niveau -1 ELSA/PASS-Addictologie
- niveau -1 Stérilisation Centrale



# Health care access offices

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- Social workers
- Nurses
- Physician(s)

# Example: infirmary in a migrant center

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- September 2015
- Evacuation of a wilderness camp in Calais (northern of France, near English channel tunnel)
- 50 men are taken by bus in Dordogne, 900 km away in south
- An empty vacation center is borrowed
- 1 volunteer nurse, 1 volunteer physician
- Contact with Regional health agency and with local hospital



# Example: infirmary in a temporary migrants center

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- Tuberculosis
- Scabies
- Psychological trauma
- Various pains due to travel
- Various infections and diseases



# Care organization in this migrants center

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- Find translators !
- Don't open the infarmacy the first day
- Identify the prior to treat : infectious diseases
- Treat less serious pains and illnesses on the migrants center
- When additional tests or specialists consultations needed : planning with the regional health agency and the health care access office (local hospital)



# Everyday care

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- When migrant people not in this temporary center, they can go to the health care access office
- If they are not eligible for a public insurance : the office provides urgent cares and prepares the health pathway for when eligible
- If they are eligible : after needs assessment
  - Provided first consultations then orientation toward a network of health care professionals usually caring for migrants people
  - Or care coordination, especially when strong medical needs

# What about money?

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- State medical aid VS common law insurance
- Prevention VS cure
- High rate of non-use
- Health care access offices : 14,7 million €
- State medical aid & urgent cares : 0,5 % of public health insurance budget (1 billion €)