

# Do you need psychological support ?

To help you in the event of malaise, exhaustion, stress, trauma or other psychological suffering, you can benefit from psychological advice and support. Discuss this with your **GP** or ask for help through the **CPAS in the municipality** where you live.

## Emergency numbers

If you are in distress and need urgent help from the fire services, a medical team or the police :

 **112** (free throughout Europe)

In Belgium you can also dial :

 **101** to contact the police

## Any questions ?

L'AVIQ has the answer!

 **0800 16 061** (free call)

 [numerograttuit@aviq.be](mailto:numerograttuit@aviq.be)

 [www.facebook.com/aviq.be](https://www.facebook.com/aviq.be)

 [www.aviq.be](http://www.aviq.be)

 **Wallonie**  
familles santé handicap  
 **AVIQ**

Copyright registration D/2022/7646/11

Person in charge: F. Lannoy | Rue de la Rivelaïne 21, 6061 Charleroi

# ARE YOU UKRAINIAN ?

## YOUR HEALTH IS OUR PRIORITY!

 **Le médiateur**  
de la Wallonie  
de la Fédération Wallonie-Bruxelles

Administration issue?  
Contact the Satisfaction Unit  
→ [www.aviq.be/satisfaction](http://www.aviq.be/satisfaction)

If you are not satisfied with the answer, contact the mediator:  
→ [www.le-mediateur.be](http://www.le-mediateur.be)

 **Wallonie**  
familles santé handicap  
 **AVIQ**

# Your health and that of your loved ones is essential

As soon as you arrive in Wallonia, it is essential that everyone has a medical check-up.

In Wallonia, the population benefits from a healthcare system that meets its prevention and care needs.

This brochure explains how to access it.

## Why consult a doctor ?

Consulting a general practitioner is important :

- ▶ to have a medical check-up as soon as you arrive ;
- ▶ to establish a medical follow-up for your family with a designated and reliable person ;
- ▶ as part of a follow-up for a chronic illness that requires specialized care or medication ;
- ▶ in the context of vaccine-preventable diseases.

Your municipality can help you find a general practitioner near you.

With or without an interpreter, do not hesitate to have someone repeat and ask questions during your consultation.

## How to access Healthcare ?

To access healthcare in Wallonia, you must meet several conditions :

- ▶ have a personal **temporary protection certificate** ;
- ▶ be **registered with the municipal administration** of your place of residence ;
- ▶ be **registered with a health insurance fund**. To do so, contact the health insurance fund of your choice directly.

You can then see a doctor, dentist or other caregiver for all medical care.

### PLEASE NOTE

It is important to report any change of residence to your health insurance fund and to register in your new municipality of residence.

## How to obtain your temporary protection certificate?

To benefit from temporary protection status, you must go to the registration centre in Brussels (in Hall 8 of Brussels Expo, Heysel). To avoid queues, you can make an appointment online at [www.register-ukraine.be](http://www.register-ukraine.be)

Do not hesitate to consult the practical details (place, time, appointment, conditions, documents to be presented, etc.) on the website of the Immigration Office : [dofi.ibz.be](http://dofi.ibz.be)

## Vaccination against COVID-19 ?

Vaccination is without obligation, voluntary and free. The decision to vaccinate yourself is a big gesture in terms of public health.

You can get vaccinated against Covid-19 by going to a vaccination centre in Wallonia. The centres are accessible without an appointment except for the vaccination of children aged 5 to 11.

Consult the opening hours of the centres and the practical arrangements on :

[www.jemevaccine.be](http://www.jemevaccine.be)

For more information on Covid-19 in Belgium, visit :

[www.info-coronavirus.be](http://www.info-coronavirus.be)

