

MS VERONICA EGGLY
DEPUTY, WELCOME PROGRAMME SPECIALIST



## WHO ARE WE?

A non-profit organisation, founded in 1996 by the Swiss Confederation and the Republic and canton of Geneva.

The 'one stop shop' facilitating the settlement and the integration of employees of International Geneva and their family members.

Assistance to NGOs and support to delegates attending conferences in Geneva.

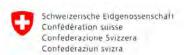
Thanks to the support of public and private entities, CAGI's services are free of charge.





#### **OUR MEMBERS**

#### Founding members





#### Associate members













**FONDATION** 

**POUR GENÈVE** 













#### Supporting members



































AXA

Vernier



ORGANISATION MONDIALE

DE LA PROPRIÉTÉ

INTELLECTUELLE











#### CAGI'S SUPPORT AND SERVICES

#### WELCOME SERVICE

- Housing & Information
- Welcome Programme
- Practical Geneva

#### **EMPLOYMENT FOR INTERNATIONALS**

- CAGI Recruitment Platform
- Private Household Employees platform
- How to assist spouses/partners

#### CULTURAL KIOSK AT UN GENEVA AND CERN

- Ticket sales, special offers/recommendations

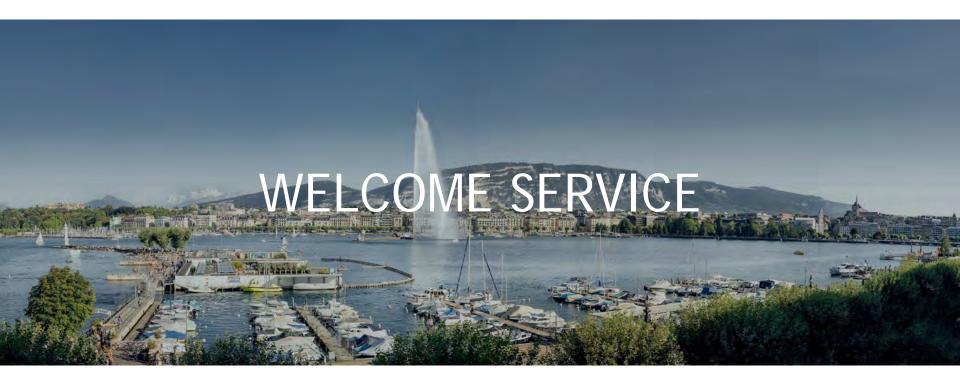
#### CIVIL SOCIETY SERVICE

- Services for NGOs
- Accommodation for Visiting Delegates
- Delegates Information Desk

#### **SPACES FOR RENT**

- CAGI's meeting spaces
- FIPOI Auditorium & other spaces







#### **HOUSING & INFORMATION**

- Support finding accommodation through an online housing platform
- Housing offer primarily for internationals
- VIP Service for Permanent Representatives, Heads of IOs and their Deputies
- <u>Settling-in</u> & <u>departure support</u>
- Proofreading of rental contracts and tenancy law advice
- Support Permanent Missions and NGOs in their <u>search for office space</u>

#### Contact





## WELCOME PROGRAMME



If you have been in Geneva for less than a year and are <u>eligible</u>, sign up for the Programme and stay informed of the next event!



<u>Download the Programme's brochure</u>





## 1. CONFERENCES

<u>Information sessions</u> on various thematic to facilitate your stay in Geneva



**Practical Geneva** 



Education



Health



**Children activities** 



Summer in Geneva



**Housing information** 



#### 2. EXCURSIONS

A programme of excursions and visits for international newcomers (valid one year)



Hike in Jura



**Grape harvest** 



Bieri's farm



TCS driving lesson



Escalade



**RTS** visit



**Snow shoeing** 



Carouge



Nyon



Kids party



**Mont Salève** 



## 3. SOCIAL EVENTS

#### Discover <u>local events</u> happening in Geneva



#### CineONU

to attend free screenings of films or feature films related to UNOG priorities and activities. In partnership with the Swiss Mission.

a Japanese concept for telling a story with 1 image every 20 seconds. Organized with the UNOG Perception Change Project and the Swiss Mission.



#### 4. "BEL"

## CONVERSATION EXCHANGE PROGRAMME (BEL)

Open to all Internationals & local residents!

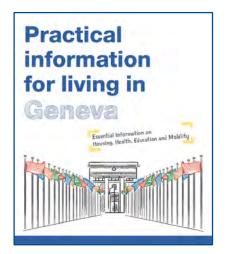
Linguistic tandems to practice a foreign language in exchange of your own as an addition to standard courses





#### PRACTICAL GENEVA

- Informing employees and their family members before their arrival
- How to reach incoming employees of International Geneva?













Booklet <u>Videos</u> <u>Web Information</u>







#### CULTURAL KIOSK: UN Geneva / CERN

One-stop-shop point of information and ticketing for entertainment, shows and cultural activities

- Preferential rates on a variety of tickets
- Recommendation of tourist and leisure activities in Geneva and Switzerland







Kiosque Culturel ONU Genève

① +41 22 917 11 11

☑ info@kiosqueonu.ch

Kiosque Culturel CERN

① +41 22 766 94 76

☐ info@kiosquecern.ch



## **AGENDA**

https://www.cagi.ch/en/cultural-kiosk-agenda/





## **OFFERS & RECOMMENDATIONS**





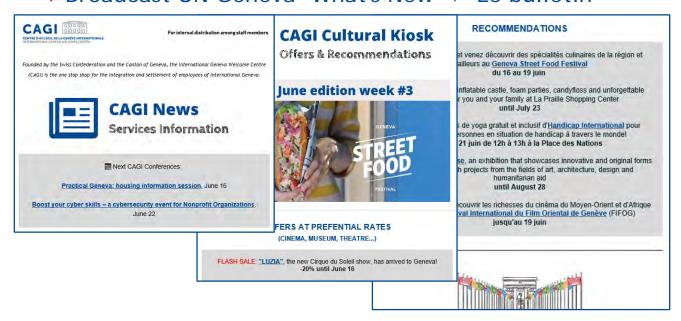




#### WEEKLY NEWSLETTER

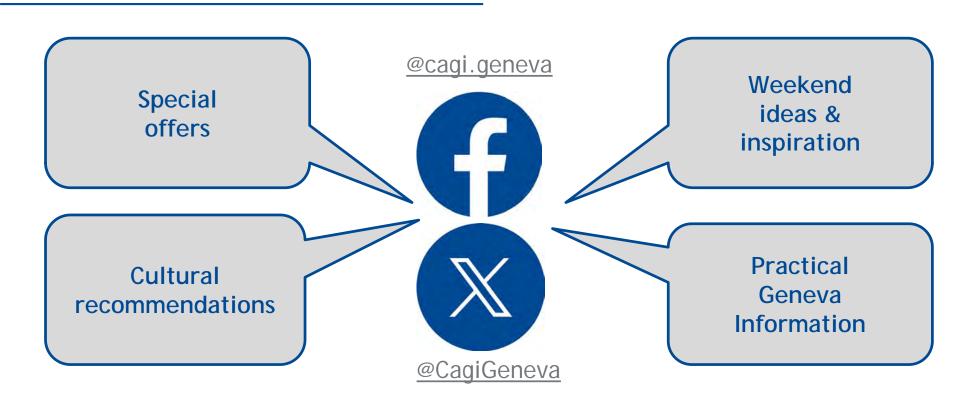
IO, PM, NGOs, multinationals, HUG/UNIGE and international employees (on demand)

+ Broadcast UN Geneva "What's New" + "Le bulletin"





## **SOCIALS**





## **HEALTH & MEDICINE**

Practical information on health system in Switzerland on CAGI website

Health & Medicine

Access the full section









#### **SANTE & MEDECINE**

Informations pratiques sur le système de santé en Suisse sur le site du CAGI

Santé & Médecine

Accéder à la section complète





<u>Assurance</u> maladie

## **NEXT EVENTS & CONFERENCES**

| Tuesday, 14 November  | Housing information session |
|-----------------------|-----------------------------|
| Saturday, 25 November | TCS safety driving test     |
| Monday, 4 December    | CAGI Escalade               |



## CONTACT

La Pastorale, Maison de Maître Route de Ferney 106 1202 Genève Mo-Fr: 9 a.m. - 4:30 p.m.

+41 (0)22 546 14 00

welcome.cagi@etat.ge.ch



www.cagi.ch

@CagiGeneva





Ms Karine Martinez, External Affairs Deputy Director, Geneva University Hospital (HUG)
Mr. Pierre-Vincent Heyraud, PR Manager (Hôpital de La Tour)

## Hôpitaux Universitaires Genève



## The **Swiss** health system

## Confederation of **26 cantons**

26 healthcare policies26 health planning systems1 compulsory insurance system

#### **Costs** amounting to

~ 12% of GDP

(European average 9.9%)



#### **Decentralized**

healthcare system

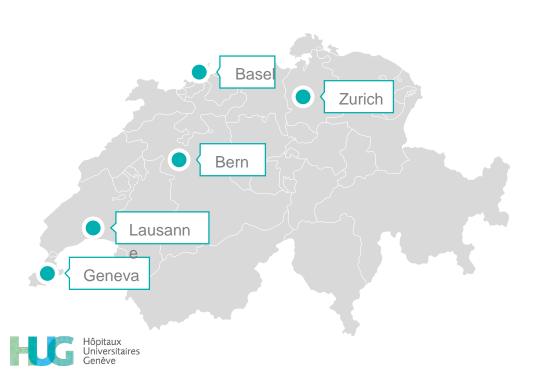
#### A heavy load

on the economy

About 13% of the working population work in the healthcare sector



## 5 University Hospitals in Switzerland



#### **HUG-CHUV** collaboration

The Association Vaud-Genève is constituted of the 2 University Hospitals as well as the 2 Universities of Geneva and Lausanne. The Association set up the Western Switzerland University Medical Centers (CURs) in order to guarantee a high level of expertise – especially in the field of Highly Specialised Medicine (HSM).

## Financing of the health system

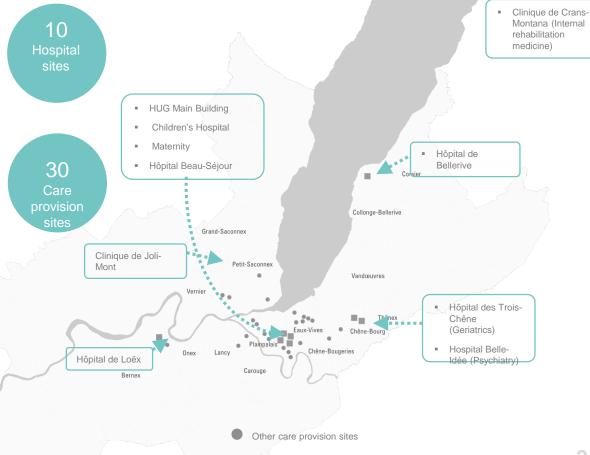






# The networks of the HUG

The activity networks of the HUG cover all medical specialties, from acute care to rehabilitation.







## The missions of the HUG







Care

at the service of a community of 500,000 people

Research

inventing the medicine and care of tomorrow

Teaching

training the next generation

#### Care

The HUG has taken on the progressive establishment of centers specialized in one organ or one pathology:

- Hepatobiliary and Pancreatic Disorders
- Oncology
- Cardiovascular diseases
- Patient Therapeutic Education
- Medical Genomics
- Emerging Viral Diseases
- Aging
- Musculoskeletal and Sports Medicine
- Primary Care Medicine
- Clinical Research
- Neuro Center
- Vaccinology
- Obesity and bariatric surgery
- Palliative care and supportive care





#### Research



Budget of

CHF +180 million



~ 230

research groups

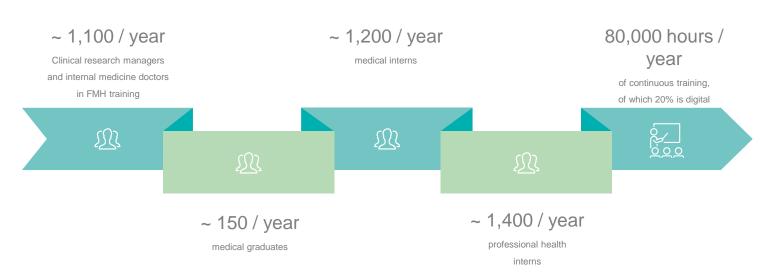


~ 1,250

articles per year published in journals with editorial policies

## **Teaching**

Training the next generation







### Hospitalizations

280,000 60,000 25,000 +4,000 +130 7.1 People treated Hospitalization cases Births Surgical Organ Days (reception capacity 2,109 operations transplants (the biggest obstetrics division (average length of stay

in Switzerland)

in acute care)

beds)

### **Smart** Hospital

The HUG are the first University hospital

in Switzerland to receive the label Smart Hospital, awarded by the





+1,200,000

Outpatient consultations



~ 250,000

1 emergency every 2 minutes

**OUTPATIENTS** 

**EMERGENCIES** 







### Equipment

(CHF ~ 390 million investment)

- 3 surgical robots
- 6 interventional angiology rooms, including 1 hybrid
- 6 MRI scanners
- 1 cyclotron for medical use
- 1 PET-MRI device
- 1 hyperbaric chamber
- 6 multiple detection scanners
- 3 particle accelerators
- 5 PET-CT & SPECT-CT devices
- 1 interventional block imaging system
- 2 gamma cameras
- 2 EOS2 systems

# Laboratory and research building (BATLab)

This includes 30 laboratories + 1 centralized reception for samples and the registration of patient administrative data.

> 6.5 million analyses per year, or about 5,500 tests per day.

The only high-security diagnostic laboratory within a Swiss hospital.

#### Reference centers:

- National Reference Center for Influenza (CNRI)
- National Reference Center for Emerging Viral Infections (CRIVE)
- National Center for Meningococci
- Transplant Immunology Unit and the National Reference Laboratory for Histocompatibility (IUT/LNRH)

#### Other organizations:

- Foundation for new surgical technologies: the Swiss Foundation for Innovation and Training in Surgery (SFITS)
- Institute of Translational Molecular Imaging







### **Innovation Center**

Platform for exchange and collective intelligence:

A platform for gathering, evaluating and identifying the best ideas

Vision: Every individual can make a difference

**Objectives:** To stimulate the creation and generation of ideas, rapid prototyping and the conversion of ideas into projects (events, activities and training)

**Technology transfer (with UNITEC):** Promotion of projects, business development, creation of start-ups, co-development of new solutions with external partners.

#### Each year:

- ~ 80 projects initiated
- +10 inventions announced
- patents filed
- Few start-ups launched
- +1,000 people took part in events



# Recent innovations

GIBOR: An interventional platform equipped with an MRI scanner connected to an operating room (neurosurgery)

and a rhythmology room: grouping together cardiology and neuroradiology activities.





### **Major** Projects

Renovation and reorganization of Adult Emergencies

Construction of the Child and Adolescent House

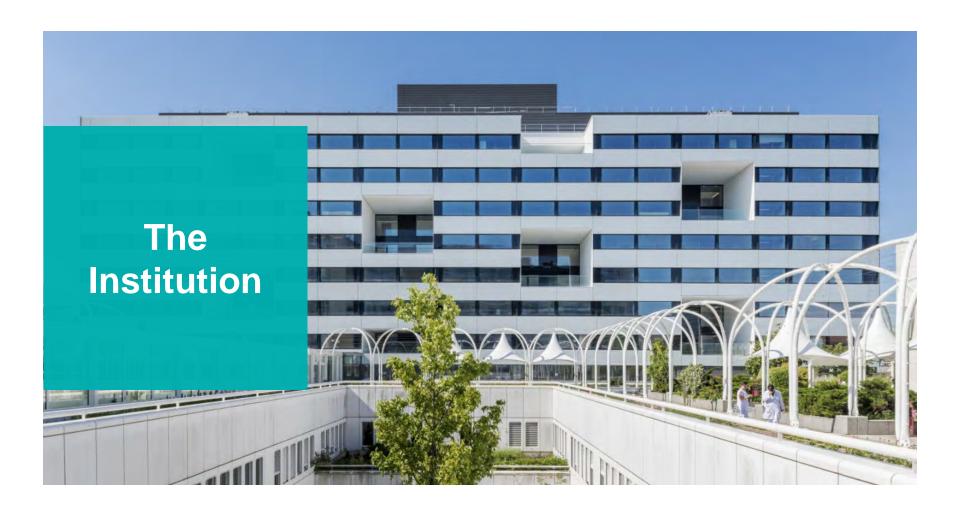




# Major Projects in progress

Construction of a building at 22-24 Avenue de Beau-Séjour comprising a HUG-Hirslanden Outpatient Surgery Center as well as the HUG Ophthalmology Department and surgery consultations





### **Human** Resources



~70% Women



~30%

~13,500 Employees

+10,500

FTE

+150

43 years
Average age











### Geneva: the world's health capital



The HUG are leading the WHO collaborating centers in the following fields:



Education & Long-term follow-up Strategies for Chronic Diseases



Menta Health



E-health and Telemedicine



Emerging
Viral Diseases



Medicine and Disaster management



Infection
Prevention
and Control &
Antimicrobial
Resistance



# **International** organizations

In addition to the **WHO**, the HUG collaborate actively with the following international organizations:

- > **CERN** (European Organization for Nuclear Research)
- > **UNOG** (United Nations Office at Geneva)
- > WBG (World Bank Group)
- > IOM (International Organization for Migration)
- > ICRC (International Committee of the Red Cross)
- > Terre des hommes
- > MSF (Médecins sans frontières)

and associations such as:

> IHF (International Hospital Federation).









## Humanitarian commitment and co-operation

30 years in international humanitarian and cooperation partnerships and development aid.

#### **Humanitarian commitment**

- Ad hoc medical interventions
- Provision of HUG staff members

#### Co-operation projects

- Teaching, transfer of expertise (medical, care) in partner hospitals
- Hosting of doctors and nurses at the HUG for training
- Operational research
- Evaluations of health systems and training needs
- Sharing of expertise

Pool HUG: emergency medical aid in collaboration with the SDC (Swiss Agency for Development and Cooperation) for natural disasters or serious health crises

### How to get...

☐ A Consultation at the GENERAL INTERNAL MEDICINE AMBULATORY CONSULTATION UNIT (UCAMIG)

Adress: Rue Gabrielle-Perret-Gentil 4

1205 Geneva

Tél: +41 22 372 96 77 / +41 22 372 95 49

https://www.hug.ch/medecine-premier-recours/unite-consultation-ambulatoire-medecine-interne-generale-ucamig

Consultation times:

8 a.m. to 12:30 p.m. and 1:30 p.m. to 6 p.m. every day except Wednesday morning

Telephone hours:

9:00 a.m. to 12:00 p.m. and 2:00 p.m. to 4:00 p.m. except Wednesday morning

Public transport

Bus 1 (rue Sautter), Bus 5 and 7 (rue Lombard)

This Primary care unit offers general internal medicine consultations, as well as joint consultations with specialists in rheumatology, cardiology, psychiatry and diabetology. The interdisciplinary team includes internal medicine residents and chief residents, senior attending physicians, nurses and dietitians.

Its role is also to be the focal point to coordinate health care and treatments with other health care partners in Geneva.

#### Who can benefit from the services of this Unit:

- people domiciled in the canton of Geneva and eligible for healthcare benefits
- people whose long-term follow-up can be improved by the intervention of other health professionals (dieticians, nurses, social workers) in coordination with medical follow-up
- people experiencing difficulty in their medical care



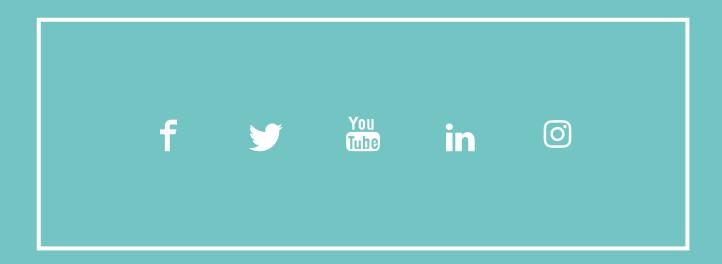
### «What to do» cases

- ☐ In case of minor injuries and common illnesses
- You go to the closest Walk in clinic in the neighborhood (called «Permanence médicale»), which is a healthcare facility that provides convenient and basic medical care
- Or you call «SOS Médecins»: Doctors on call at home 24/24 Tél: +41 22 748 49 50
- In case of emergency
- Check the App SmartHUG and go to the Emergency health service of your choice (either in one of the private clinics part of the network or in HUG)
- > Or you dial **144** (or 112) to call an ambulance
- All-night pharmacy
- Pharma24, Boulevard de la Cluse 38, Tel: +41 22 808 00 18
- Or check the all-night pharmacy in your close neighborhood on www.apo24ch





#### **FOLLOW US ON**



For any question you may have:



### Access to private healthcare in Geneva

Pierre-Vincent Heyraud PR Manager

November 2, 2023







- 2 Health insurance system and options in Switzerland
- 3 FAQ for new Swiss residents



### **Genève-Cliniques Members**



www.geneve-cliniques.ch

#### 8 members:

Hôpital de La Tour

Clinique Générale-Beaulieu

Hirslanden Clinique des Grangettes

Hirslanden Clinique La Colline

Clinique Belmont Clinique

Les Hauts d'Anières

Clinique de la Plaine

Clinique de Maisonneuve

### Proven experience in centres of excellence:

- Mother and child
- Oncology
- Cardiology
- Orthopedics and sports medicine
- Specialised surgery
- Addiction treatment
- Rehabilition



### **Genève-Cliniques Map**



#### www.geneve-cliniques.ch



Hôpital de La Tour



Hirslanden Clinique des Grangettes



Clinique Les Hauts d'Anières



Clinique Générale Beaulieu





### **Emergency Units in Geneva**



www.geneve-cliniques.ch

### General Emergency number 144



- First assessment by telephone
- An ambulance is not always provided
- Use only in absolute need (waiting list)
- Know where the closet EU is from you (App)
- Adults vs Children emergency

#### 24/7 at home doctor's consultation







### **Emergency Services App**



www.geneve-cliniques.ch









### Overview of health insurance in Switzerland

Depending on where you work and live, you will either need to be insured in the Swiss OR the international system

Swiss system

International system

Basic coverage

- Access to most facilities
- General good quality
- Emergency care

Mandatory coverage "LAMal"

Full coverage
(basic +
supplementary)
for UN, WHO,
ILO, CERN and
international
insurance
companies

Supplementary coverage (hospitalization)

- Choice of physician
- Choice of hospital
- Faster access
- Comfort (private room...)

Recommended "(half) private" coverage with a Swiss insurer

### Specificity: accident (as opposed to sickness)

#### **Swiss system**

The accident insurance is mandatory and covers workplace accidents as well as non-workplace accidents.

It is the responsibility of employers to insure their employees for the basic accident coverage

Some employers provide a supplementary coverage ("private")

#### **International system**

The international organizations and coverage plans by private international insurance companies cover accident and sickness without differenciation.



### Types of care: inpatient vs outpatient

#### Inpatient care

Care counts as inpatient care if it meets one of the following criteria:

- Care lasting at least 24 hours
- Care lasting less than 24 hours if a bed is occupied overnight and you have been admitted to a care unit (not the emergency department)

#### **Outpatient care**

Outpatient care allows you to return home on the same day. This includes medical consultations, diagnostic investigations, such as medical imaging examinations, and some surgical procedures.



# Examples of insurances companies that offer supplementary coverage ("private")

#### **Swiss system**

Major Swiss health insurers:

Groupe Mutuel, CSS, Helsana, Sanitas, Swica, Visana, Allianz, EGK, ÖKK, Sympany

#### **International system**

Major international organizations / health insurers with whom we have comprehensive agreements : UN, WHO, ILO, CERN (UNIQA)

+

Allianz, April, AXA, BUPA, CIGNA, International SOS, Medigo, VYV





### Tips to make your access to medical care easier

#### > How to find a doctor in Geneva?



Dedicated coordination team at La Tour 022 719 64 64 international@latour.ch

>How to get a doctor's consultation at home?

Sos médecins 022 7 48 49 50

- >How does pharmacy works in Switzerland?
  - Working days: usual working hours (08h00 19h00)
  - Nights/weekends/public holidays: Pharmacy on duty 0848 848 110 or <a href="https://www.apo24.ch">www.apo24.ch</a>
- >Do I have to provide advance payment for my medical care?

Depending on your health assurance contract terms

- **≻Out of pocket expenses** 
  - Health insurance contract including monthly settlements
  - Insurance deductible system



# Caring for you as we would for ourselves

