WHO CAN I TALK TO IF I HAVE PSYCHOLOGICAL PROBLEMS AND CANNOT HELP MYSELF?
Psychiatrists and psychotherapists or psychologists can help you overcome your problems.

They can also help you if, for instance, you have persistent sleeping problems (insomnia), have sudden or regular panic attacks, or if you have debilitating sadness for a long period and feel empty inside, desperate and have lost the will to live. If you are suffering from chronic pain or feelings of physical discomfort, without any medical reasons being found, these specialists can also help you.
WHAT SUPPORT AND TREATMENT CAN I GET?
Psychological problems can prevent you from going about your normal everyday life. You can get support and treatment at various different levels:

• Psychotherapy can help you to examine and talk about your situation, your thoughts and feelings. The therapist will help you to find ways of improving your situation.
• Psychotherapy might be accompanied by treatment with medicines. The medicines can help to alleviate any distressing symptoms, for example in the case of anxiety or depression. They can help support your recovery but do not bring about a cure on their own.
• If you find yourself in difficult circumstances you can also ask for social and financial support. Ask your therapist or contact the social services in your local community.

Talk to your family doctor about the various types of support and therapy or contact the support centres (see p. 28).

WHAT IS COVERED BY THE HEALTH INSURANCE?
• The cost of therapy if it is provided by a psychiatrist. Sometimes it is necessary to be referred by your family doctor.
• Treatment by a non-medical psychotherapist is not covered. For that you need a special supplementary insurance policy (see p. 17).

Exception: If the therapy is provided by a psychotherapist in a medical practice (psychotherapy delegated by a doctor) the health insurance company will cover the costs. Ask the therapist when you phone whether the treatment is covered by the health insurance.
Psychiatric practice or clinic, outpatient clinic
Psychiatrists, psychotherapists or psychologists treat their patients either in their own private practices, a psychiatric clinic or an outpatient clinic. Psychiatric clinics can provide you with professional care and there are various types of therapy that can help you.

HOW DO I FIND THE RIGHT SPECIALIST FOR ME?
Talk to your family doctor about your situation. The doctor can refer you to the right specialist or clinic. Ask whether therapies are available in your mother tongue. Some psychotherapists also provide therapy in other languages. It is important for you to find someone you trust.

In an emergency you can go directly to a psychiatric clinic or the outpatient psychiatric services. These mostly have psychiatric emergency services and crisis intervention centres where you can get help.

You can find the addresses of institutions near you in the telephone directory.
In an emergency you can also call the emergency number 144 (see p. 31).

GOOD TO KNOW
- Psychiatrists are doctors who have specialized in psychiatry and psychotherapy.
- Psychologists have graduated in psychology.
- As a general rule non-medical psychotherapists have graduated in psychology and have a post-graduate diploma in psychotherapy. They are not doctors and therefore cannot, for example, prescribe medication.
- Psychotherapy with a non-medical psychotherapist is only covered by the health insurance if it is prescribed by a doctor (see p. 26).

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Quelle: Gesundheitswegweiser Schweiz, Psychiatrische und Psychotherapeutische Behandlung (Englisch)
Source: Guide de Santé pour la Suisse, Traitement psychiatrique et psychothéapeutique (anglais)
www.migesplus.ch
• Multilingual information about mental health:
  www.migesplus.ch, Publikationen > Psyche & Krise

• pro mente sana – information, advice and help for those concerned and their families
  www.promente sana.ch, Tel. 044 563 86 00

• Die Dargebotene Hand – 143 – anonymous telephone advice service
  www.143.ch, verband@143.ch, Tel. 143 or 031 301 91 91

Addresses of self-help groups in the individual cantons:
KOSCH, the office for the coordination and promotion of self-help groups in Switzerland
www.kosch.ch/kontaktstellen.html, gs@kosch.ch,
Tel. 0848 810 814 or 061 333 86 01

For children and teenagers:
147 Pro Juventute helpline – free anonymous helpline and anonymous chat advice for children and teenagers in crisis situations and difficult circumstances.
www.147.ch, Tel. 147

Help and counselling for the victims of torture and war:
• Ambulatorium für Folter- und Kriegsopfer afk
  Swiss Red Cross, Werkstrasse 16, 3084 Wabern
  www.redcross.ch, gi-ambulatorium@redcross.ch, Tel. 031 960 77 77

• Ambulatorium für Folter- und Kriegsopfer
  Psychiatric Polyclinic, Zurich University Hospital Culmannstrasse 8,
  8091 Zurich
  www.psychiatrie.usz.ch, Tel. 044 255 52 80

• Consultation pour victimes de la torture et de la guerre Genève,
  ctg Genève
  Département de médecine communautaire
  Rue Micheli-du-Crest 24, 1211 Geneva 14
  www.hcuge.ch, Tel. 022 372 53 28

• Consultation pour victimes de la torture et de la guerre
  Lausanne, Appartenances, ctg Lausanne
  Rue des Terreaux 10, 1003 Lausanne
  www.appartenances.ch, info@appartenances.ch, Tel. 021 341 12 50