



Medical Cooperation Between Martinique and Saint Lucia

Access to Healthcare Services at the University Hospital of Martinique (CHUM) for Saint Lucian Citizens

The Consulate of Saint Lucia is pleased to inform all Saint Lucians that they can benefit from high-quality specialized healthcare services at the **University Hospital of Martinique (CHUM)**, thanks to the ongoing and strengthened medical cooperation between Martinique and the Organisation of Eastern Caribbean States (OECS).

The CHUM is a leading public hospital in the Caribbean, recognized for its excellence in **cancer treatment, surgery, diagnostic imaging, emergency medicine, specialized care, and rehabilitation.**

It is divided in 8 sites located in different cities of Martinique island.

MORE INFORMATION ABOUT CHUM : <https://www.chu-martinique.fr/>

Medical Specialties Available at CHUM

CANCER CARE

Chemotherapy, radiotherapy, tomotherapy, Nuclear Medicine (at ICIN)

SURGERY

Cardiac, orthopedic, neurosurgery, spine surgery, obstetrics, urology

SPECIALIZED MEDICINE

Dialysis, cardiology, oncology, diabetology, gastroenterology, pediatrics, geriatrics, palliative care

EMERGENCY & MEDICAL TECHNOLOGY

Imaging (CT, MRI), critical care, hyperbaric medicine, emergency medicine, operating theatres

REHABILITATION & LONG-TERM CARE

Physical rehab, elderly care, long-stay units



PROCEDURE FOR INTERNATIONAL PATIENTS

Patient or Referring doctor

Submits the medical file and request to international.department@chu-martinique.fr



Overseas Patient Team

Acknowledges receipt of the request and transfers it to the CHUM Medical ambassador



CHUM Medical Ambassador

Provides an opinion on the type of examination recommended, based on the medical file of the patient



Overseas Patient Team

Sends a quote including costs related to medical care and shares information about the conciergerie services proposed by our preferred suppliers if needed



Patient or Insurance

Accepts the quote and prepays 100% of the amount to the finance department of our Hospital at least 8 days before his admission



Care unit & Overseas Patient Team

Schedules the appointment and sends convocation to the patient



Patient or Referring Doctor

Completes medical questionnaires and consent form and sends back all documents with passport for his pre-admission



ON D-DAY

Our Overseas Patient Team (OPT) takes care of everything with the care unit, the patient is welcomed in our Hospital and all admission formalities are completed.

He can relax and focus on his examination. A few days after the admission, the Hospital Medical Ambassador and OPT provide the Patient's Referring doctor with a medical report.



✓ BEFORE YOU TRAVEL TO MARTINIQUE: Plan Your Medical Journey

To ensure a smooth and comfortable experience at CHUM, it is **strongly recommended** that you plan your medical care in advance. This helps avoid unplanned emergency visits and ensures you receive care under the best possible conditions.

1. Contact the Overseas Patients Team (OPT)

The OPT is your **main point of contact** to organize your visit and assist you throughout your care journey:

✉ international.department@chu-martinique.fr

📍 OPT Offices:

- Main entrance of Pierre Zobda-Quitman Hospital (PZQ)
- ICIN – PZQ 3 (for nuclear medicine)
- 🕒 Monday to Friday, from 8:30 a.m. to 3:00 p.m.

2. Please send the following documents by email:

- Copy of your passport or national ID
- Referral letter from your doctor
- Recent medical report

→ An OPT agent will follow up with a **personalized estimate** and help you schedule your appointment while preparing for your arrival in Martinique.

3. If your care is covered by an insurer or the government of Saint Lucia, a guarantee of payment letter is requested in advance. This document serves as financial clearance and ensures your care can begin without delay.

> The appointment will be scheduled upon receipt of the payment.

✈ WHEN YOU ARRIVE IN MARTINIQUE

Upon arrival at CHUM, you should visit the OPT office with the following documents, even if you previously submitted them by email:

- Passport or ID card
- Medical referral letter
- Most recent medical report

■ For patients who are funding their care privately, it's important to confirm all financial details before admission. Any remaining balance, including unforeseen medical needs, should ideally be settled before discharge. The OPT team will assist you throughout and help clarify any financial matters.

In Case of Emergency

CHUM provides a **24/7 emergency care service** for urgent and vital situations. However, scheduled care is highly recommended to ensure personalized and efficient treatment.

Information for Patients

Saint Lucian citizens are welcomed as **international patients** at CHUM. The OPT team ensures proper registration and will review:

- Your insurance or payment status
- Eligibility for medical aid if applicable (in collaboration with social workers)
- The appropriate care pathway based on your needs

Please note that **all non-urgent admissions require prior approval** by the OPT team.

Getting to CHUM

- By Boat : Only 15min from Express des îles terminal
 -  **By Air**: Only 10 minutes from Martinique Aimé Césaire International Airport
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Useful Contacts

Overseas Patients Team – OPT

✉ international.department@chu-martinique.fr

📞 Patricia BERISSON +596 596 55 24 18

📞 Sabrina ROSE-ELOISE +596 596 30 67 14

We encourage you to take full advantage of this valuable health cooperation between Martinique and Saint Lucia.

Your well-being is our shared priority — let us help guide you on your care journey.

Good to Know:

- **All non-urgent medical care must be arranged in advance.**
- In case of vital emergencies, CHUM offers **24/7 emergency services**.
- **Medical fees (or a payment guarantee) should be confirmed before admission, unless it is an emergency.**

CONCIERGERIES

- You may need non medical services before, during or after your stay at CHUM.
- Here are some contacts of providers

Prestataire / Provider	Services / Services	Site internet et Contact / Website and Contact
<p>CARAIB MED EVAC (St Barth Executive)</p> 	<ul style="list-style-type: none"> • Transport aérien médicalisé / <i>Medical air transport</i> • Conciergerie et services en option / <i>Optional concierge and services</i> 	<p>https://www.stbarthexecutive.com/ https://www.caribmedevac.com/en/index.html</p> <p>+590 690 754 667 ops@stbarthexecutive.com</p>
<p>CCM CONSULTANT</p> 	<ul style="list-style-type: none"> • Aide à la personne / <i>Personal assistance</i> • Traduction / <i>Translation</i> • Assistance logistique (transport, hébergement...) / <i>Logistical assistance (transport, accommodation...)</i> • Assistance administrative / <i>Administrative assistance</i> 	<p>Catherine CHICATE-MOIBERT</p> <p>+590 690 37 42 87 leontine.chicate-moibert@orange.fr</p>
<p>INTERNATIONAL WEST INDIES ASSISTANCE SARL - IWIA</p> 	<ul style="list-style-type: none"> • Transport terrestre et aérien médicalisé / <i>Medical land and air transport</i> • Conciergerie et services en option / <i>Optional concierge and services</i> 	<p>https://westindies-assistance.com/</p> <p>+596 596 70 18 89 contact@westindies-assistance.com</p>
<p>SCI LOVELY</p> 	<ul style="list-style-type: none"> • Hébergement court et long séjour / <i>Short and long stay accomodation</i> <ul style="list-style-type: none"> ➢ Appartement d'1 chambre, couchage jusqu'à 4 personnes / <i>1 bedroom apartment, up to 4 people</i> ➢ Proche hôpital / <i>Close to the hospital</i> • Conciergerie et services en option / <i>Optional concierge and services</i> 	<p>Johanna SALTON</p> <p>+596 696 19 91 94 +596 596 61 50 15 saltonj@hotmail.com cgstlucia@gmail.com</p>



About The Caribbean Institute of Nuclear Imaging (ICIN)

Located within the CHUM, the ICIN is a cutting-edge facility dedicated to advanced medical imaging and cancer care.

Highlights of ICIN:

- High-tech equipment including a Cyclotron, 2 PET CTs, a PET-MRI, a hybrid gamma camera and 2 CZT Gamma Cameras, and more
- Appointments available in **under two weeks on average**
- **Results translated into english within 48h**, saving precious time
- English- and Spanish-speaking international patient coordinator

Type of procedures we perform at ICIN :

Detection or staging of cancer, cardiac or infectious disease thanks to advanced procedures like PET CT, PET MRI, Ultrasounds, Scintigraphies, Cytopunctions...

Single spot of Contact at ICIN:  **Alix d'Abadie** – International Patient Coordinator

 +596 (0)5 96 30 73 27

 icin@chu-martinique.fr / alix.dabadie@chu-martinique.fr

To know more about ICIN : <https://www.youtube.com/watch?v=9UCzV-nGDyo>