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Contract No. 2020-1-DE02-KA204-007679

MIG-DHL- Migrants Digital Health Literacy

DEVELOPMENT OF A TRAINING PROGRAM FOR IMPROVING DIGITAL HEALTH LITERACY OF
MIGRANT



Welcome Handbook for Newcomer Migrants



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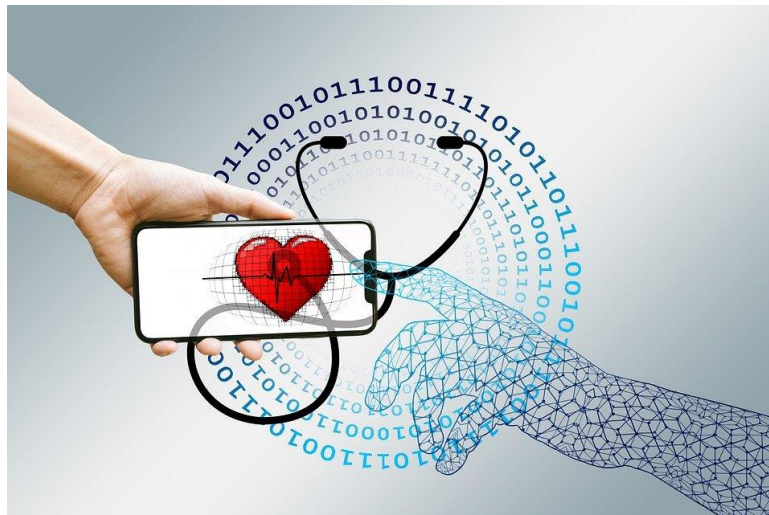
Hello and welcome to a place where we wish you a happy and healthy lifetime !!

For sure you want to take care of yourself, your family and friends. You know that the Internet is more and more important nowadays for such a purpose, where we can get useful health information and even do important actions through online portals.

Using the Internet for enhancing your health status is nice and makes life easier, but sometimes it can be complicated, especially when you're arriving in a new country. It's important to know how to better search, analyze and use health information and how to manage the main private and public health online portals.

In this Handbook, you will find a summary of information, advices, and references which will help you in doing proper use of the Internet for managing your health status. You will find extended information on the MIG-DHL project website (<https://mig-dhl.eu/>)

Follow us, we hope it will be useful for you !!



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1. WHY IS USING THE INTERNET FOR SUPPORTING OUR HEALTHCARE IMPORTANT?

We're turning into digital citizens and we're more and more used to getting information from the Internet and doing part of our daily life activities through online portals.

This is also changing the way health information is available to us and also the way we can manage relevant health-related activities and services.

Additionally, we always have to be aware that health information is sensitive and their disclosure is subject to special requirements from a data protection point of view. These changes are positive, but they can also bring some problems when we manage wrong information which can negatively affect our health status, or when they create additional barriers to getting access to health services.

There are a lot of situations where we need to know how to deal with the health information and services through the Internet, just to mention some examples;

- Do you know on which websites you can find reliable information if you suspect that you could have COVID symptoms?
- Do you know on which websites you can find reliable information if your baby has a high fever in the middle of the night?
- Do you know on which websites you can find reliable information if you're pregnant and you need additional examinations or treatments?
- Do you know on which websites you can find reliable information if you have an elder relative to care for?
- Do you know how to ask for an appointment with a doctor through the Internet?
- Do you know how to look for the closest pharmacy on the Internet?
- Do you know how to protect your privacy if you share health information with other persons?



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Everyone needs to improve their Digital Health Literacy in order to better manage their health information and services through the Internet. What's Digital Health Literacy? Please, follow us to the next chapter



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2. WHAT IS DIGITAL HEALTH LITERACY AND TIPS FOR DOING WELL

Digital Health Literacy (DHL) is the ability to seek, find, understand, and appraise health information from the Internet and apply the knowledge gained to addressing or solving a health problem.

We need to develop and increase several skills if we want to make proper use of the health information and services from the Internet.

We need to know how to **use digital devices**.

Computers/Laptops are useful for complex internet research, writing long texts, and writing e-mails but they are not useful for doing some internet research or writing small



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texts while you are on the way. **Smartphones** are useful for

writing short messages, doing small internet research, and using social media, such as WhatsApp, Instagram, etc., and are not useful for writing long texts or doing extensive internet research. **Tablets** are useful for small research activities, downloading and reading books, playing games, watching videos, and checking emails and are not useful for writing long e-mails or other texts or doing extensive research activities.

We need to **move around the Internet**, properly managing the rules needed to be considered while acting in the digital environment.

We need to **search for information on the Internet**. Sometimes, it's difficult to identify which is the most relevant information from those which the searching machine returns. Therefore, there are some aspects that need to be considered while deciding on the relevance of the information:



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- Not always the first information which pops up on your screen is the best one. Check the source!
- It can be helpful to check more than one source. Are there different sources which provide the same information? That could be helpful to decide if the information is trustable and reliable or not.



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- Choosing between all the information we find and determining its relevance
- Adding content and interacting when needed in forums, chats, and similar interactive environments

We need to protect our privacy when sharing health information.

Developing competencies in relation to security and privacy refer to the ability to protect devices, content, personal data, and privacy in the digital environment. The implication of this action allows the protection of physical and mental health, well-being, and social inclusion.



What criteria need to be considered for deciding if a **webpage is safe**?

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- Does an imprint exist?
- Are the technical requirements completed? E.g., “https” at the beginning of the link, is the website displayed correctly in the browser, and does it work in all sections?
- Compliance with legal requirements (request consent cookies and privacy policy)?

What criteria need to be considered for deciding if a **webpage is trustable**?

- https in the beginning of the link
- Contact details are easy to find
- It is clearly recognizable who is responsible for the website
- Data Protection is listed
- imprint/legal notice is existing
- Copyright sign is used

The best way to look for information is on official sites, especially those of government-related organisations.



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Tips for protecting data and devices

- Use a safe password; long; mix of characters; don't use memorable keyboard paths (like: qwerty)
 - Use the latest versions of an operating system, install antivirus and firewall software and check for updates regularly.
3. Avoid downloading free software from sites that are not known or trusted. Download software only from well-known and trusted companies. Many free programs (applications) are delivering adware and spyware to a computer or mobile device



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4. RELIABLE SOURCES OF HEALTH INFORMATION ON THE INTERNET

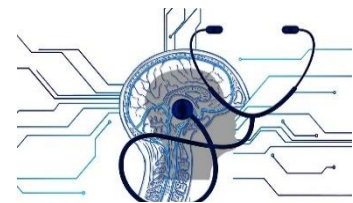
This chapter includes some “country-based” reliable sources that we suggest you to use depending on your main health needs.

Do you want to find some general, reliable information on health topics in different languages?

<https://www.migration-gesundheit.bund.de/de/startseite/>

Do you feel sad or depressed? Do you want to know more about mental health?

<https://www.informedhealth.org/a-guide-to-psychotherapy-in-germany-where-can-i-find-help.html>



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Do you have a toothache? Do you want to know more about dental health?

<https://www.bundesgesundheitsministerium.de/zahnaerztliche-behandlung.html>

Do you need a special diet? Do you want to know more about nutrition?

<https://www.dge.de/ernaehrungspraxis/vollwertige-ernaehrung/10-regeln-der-dge/>



Are you pregnant? Do you want to know more about the pregnancy or birth process and/or women’s health?

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<https://www.bundesgesundheitsministerium.de/schwangerschaft-krankenversicherung.html>

<https://www.bzga.de/home/key-topics/sex-education-and-family-planning/>

<https://www.bzga.de/home/key-topics/womens-health-and-health-promotion/>



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Do you have children? Do you want to know more about how to better care for the health of a child?

<https://www.bzga.de/home/key-topics/child-and-youth-health/>

Are you elder? Do you want to know more about how to better care for the health of an elder person?

<https://www.bzga.de/home/key-topics/health-of-the-elderly/>



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Do you have any chronic diseases? Do you want to know more about chronic disease?

<https://www.bzga.de/home/key-topics/prevention-of-nutritional-diseases-health-promotion/>

Are you vaccinated? Do you want to know more about the vaccination process?

<https://www.bzga.de/home/key-topics/vaccination-and-personal-protection-against-infections/>

5. HOW TO BECOME A DIGITAL USER OF THE NATIONAL HEALTH SYSTEM

Do you know how the national health system works in Germany? Do you know how to become a digital user of the national health system in Germany?

Here you can find a summary of the main websites and digital health tools that you can find in Germany

National Health system:

At the national level, the Federal Ministry of Health is responsible for the health care system. Each federal state also has its own Ministry of Health. The websites of the ministries also provide reliable information on the subject of health.

- Example 1: Federal Ministry of Health of Germany: <https://www.bundesgesundheitsministerium.de/index.html>
- Example 2: Ministry of Health of North Rhine-Westphalia: <https://www.mags.nrw/>



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A comprehensive description of the health care system can be found here:https://www.bundesgesundheitsministerium.de/fileadmin/Dateien/5_Publikationen/Gesundheit/Broschueren/200629_BMG_Das_deutsche_Gesundheitssystem_EN.pdf

Information on the National Health System in Germany in several languages (Farsi, Dari, Pashto, Kurdish, Arabic, English, German):

<https://www.bundesgesundheitsministerium.de/ministerium/meldungen/2016/januar-2016/160115-ratgeber-gesundheit-fuer-asylsuchende-in-de.html>

Main digital health tools

- App Ankommen (<https://ankommenapp.de/APP/DE/Startseite/startseite-node.html>): This app provides many answers to questions, which come up after arriving in Germany. It includes a big part about health information, but also on Asylum, finding work, and learning German.
- App 116 117: App of the official patient service in Germany, which provides support in particular in the search for a doctor.
- Doctolib: App to make a doctor's appointment.

This chapter includes some “country-based” reliable sources that we suggest you to use depending on your main health needs.



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6. GLOSSARY

In this section, you're going to find a summary of health terms that could be useful for you when trying to get health information and/or services from the Internet.

Accident

Ambulance

Blood test

Call

Confinement

Covid passport

Covid symptoms

Covid vaccine

Dental services

Dentist

Disease

Dose

Emergency

Emergency number

Emotions

Face-to-face appointment

Family doctor

Fire

Flu vaccine



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General admission/entry

General practitioner

Gynaecologist

Health card

Help

Hospital

Make an appointment

Medical appointment

Medicines

Non-prescription medicine

Passport

Person with disability

Pharmacy

Prescription

Price

Private clinic

Psychologist

Registration

Residence permit

Social security number

Specialist

Surgery



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Telephone appointment

Tooth

Toothache

Traumatologist

Treatment

Urgency

Vaccination point

Vaccine reaction

Vaccines

Waiting list

Wisdom teeth

X-ray



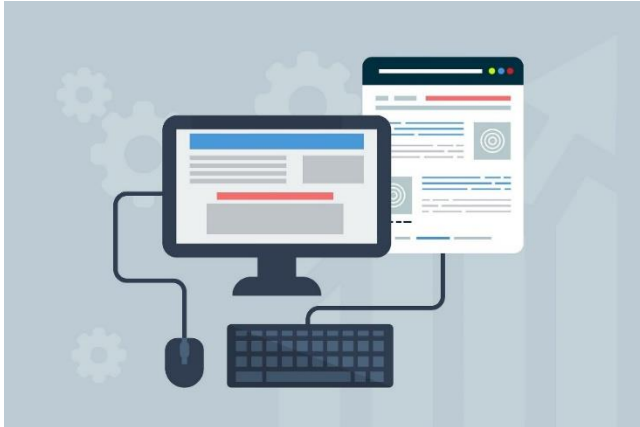
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Do you need more information about increasing your Digital Health Literacy? You will find extended information on the MIG-DHL project website (<https://mig-dhl.eu/>)

Goodbye and keep health!!



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