



MIG-DHL

Migrants Digital Health Literacy

E- MAP



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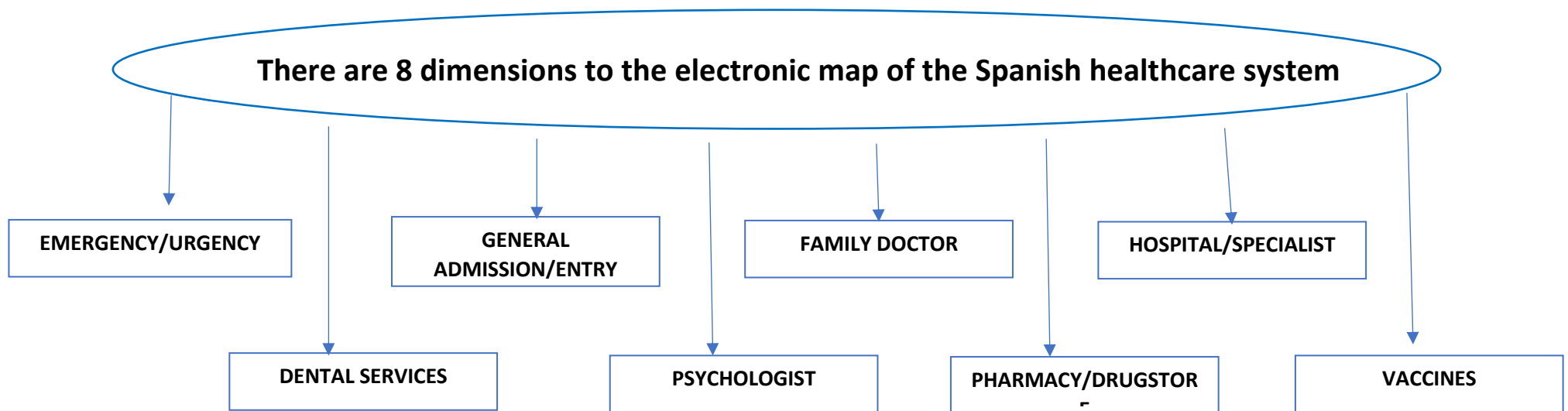
SPANISH HEALTH SYSTEM

Electronic map of Spain

provides a definition of some basic and fundamental services in the Spanish national health system

Displays key terminology and provides keyword translation in two different languages (Arabic and French).

Dimensions



DIMENSIONS

Displays key terminology and provides keyword translation in two different languages (Arabic and French).

EMERGENCY/URGENCY

طوارئ حالة - Urgence

GENERAL ADMISSION/ENTRY

بالدخول سماح - Admission

FAMILY DOCTOR

الأسرة طبيب - Médecin de famille

HOSPITAL/SPECIALIST

مستشفى - Hôpital

DENTAL SERVICES

الأسنان خدمات طب - Services dentaires

PSYCHOLOGIST

النفسي الطبيب - Psychologue

PHARMACY/DRUGSTORE

مقابل - Pharmacie

VACCINES

اللقاحات - Vaccins



EMERGENCY / URGENCY

EMERGENCY: Call 112. It is aimed at protecting people in dangerous situations. In order for this emergency number to function optimally, it is necessary to know when to call.

This telephone is indicated for health emergencies, alerting the fire brigade and police in the event of accidents or assaults, incidents on the road or fires, among other situations. In this way, it is very useful for protecting elderly people living alone and children, among other vulnerable groups.

The 112-telephone number is not intended for information or medical consultations. Before calling, make sure that the service is necessary and that it is not a false alarm. It is also forbidden to make jokes when calling this number.

After calling, the operator who answers will ask for your name and telephone number, and then a series of questions to get more information about what happened. You should try to answer calmly and as accurately as possible.

Similarly, if medical assistance is required, the operator will refer the call to a health professional who will continue to gather the information he/she considers necessary to assess the seriousness of the matter and send help if necessary. The operator will also guide us through the first aid measures we can take while help arrives. It is important not to hang up until instructed to do so.

EMERGENCY NUMBER: 112

COST: Free

LINKS: <https://ec.europa.eu/digital-single-market/what-are-eu-rules-concerning-112>

ENGLISH	عرب	FRANÇAIS
Emergency	طارئ	Urgence
Emergency number	رقم الطوارئ	Emergency number
Help	يساعد	Aider
Call	يتصل	appeler
Ambulance	سياره اسعاف	Ambulance
Accident	حادثة	Accident
Person with a disability	شخص من ذوي الاحتياجات الخاصة	Personne Handicapée
Fire	إطلاق النار	Incendie

Emergency: An unforeseen issue or situation that requires special attention and must be dealt with as soon as possible.

Emergency number: Free, pre-fixed number. Mobile phones can call 112 as long as there is GSM coverage from an operator.

Help: Action taken by one person to relieve another person's work, to achieve a certain goal, to alleviate or avoid a situation of hardship or risk that may affect him/her, etc.

Call: Notice to a person to perform a service in his or her profession or to inform or warn him or her of something.

Ambulance: A vehicle fitted with first aid equipment and specially designed for the transport of sick or injured persons; it carries a warning siren on the roof to indicate right of way on roads or streets in cases of emergency.

Accident: An unforeseen event that alters the normal or expected course of things, especially one that causes damage to a person or thing.

Person with a disability: A person with a lack or limitation of some physical or mental faculty that makes it impossible or difficult to carry out a normal activity.



ADMISSION

ADMISSION: The Admissions and Clinical Documentation Service (SADC) is a non-care service responsible for facilitating the user's access to specialised health care on an outpatient or inpatient basis, as well as for managing the clinical history. The Admissions Service is multidisciplinary in nature.

Royal Decree 866/2001 establishes the basic functions of the SADCs, among which the following stand out:

GENERAL FUNCTIONS

1. Organising the administrative circuits of the care processes.
2. Support for the care activity to achieve greater efficiency in the processes.
3. Providing information and access to assistance.
4. Management and matching of supply and demand.
5. Development and maintenance of healthcare information systems.

The SADC provides for:

- Admission to hospital
- Emergency admission
- Admission of outpatient care (ECCs, cabinets, day hospitals, etc.) for specialised care
- Archiving of medical records
- Documentation

ACCESS TO UNIVERSAL HEALTHCARE IN THE VALENCIAN COMMUNITY

The entry into force of RDL 7/2018 reverses the situation of people who are not authorised or registered to reside in Spanish territory and gives them back the right to access health benefits that had been restricted under RDL 16/2012. - The aim is to update administrative procedures based on the regulatory framework of the National Health System in the Valencian Community. - The regulation defends the fundamental right to health of all people because all citizens, by virtue of being citizens, have the right to it:

PROCEDURE:

The unregistered or unauthorised foreigner must accredit a minimum of three months of effective residence in Spanish territory, be of legal age, not be registered or authorised to reside in Spain, be registered in the Community of Valencia and lack health coverage in our country by an insurance company, mutual or third country that can be billed for the care (Supposed "General Situation").

When the citizen is unable to prove their registration or when they can justify the difficulty in obtaining the required documents, and in general, when the conditions of access must be extended to people without distinction of origin, origin and circumstances of residence, which must be effective (Special Situation).

Both for a general and special situation the following procedure will be followed:

REQUIREMENTS FOR INCLUSION IN "GENERAL SITUATION" TO APPLY FOR ACCESS TO HEALTH CARE:

- Foreigners who are not registered or authorised as residents in Spain are entitled to health protection and health care under the same conditions as persons with Spanish nationality.
- Have been effectively resident in Spanish territory for at least 3 months.
- Be registered in a municipality of the Comunitat Valenciana.
- Not be obliged to prove compulsory health care coverage by any other means, by virtue of the provisions of European Union law, bilateral agreements and other applicable regulations.

- Not be able to export the right to health coverage from their country of origin or provenance.
- There is no third party obliged to pay
- If the stay in the Comunitat Valenciana is longer than one year, accredit by means of a social report the impossibility of subscribing to the Special Agreement.

REQUIRED DOCUMENTATION

- Family/cohabitation certificate in the Comunitat Valenciana.
- Document that accredits the stay in Spanish Territory for a minimum of 3 months.
- Valid identity document: DNI/NIE, Foreign Identity Card (TIE), Passport with visas.
- Certificate of non-export of the right to health coverage.
- Social report of the impossibility of signing the Special Agreement or that there are difficulties regarding the justification of the requirements.

"SPECIAL SITUATIONS".

With justified social report:

- Justified lack of any requirement or documentation required in the general situations.
- Persons "NOT IRREGULAR" or who have not exhausted the period of stay that, due to special situations, require it.
- Spaniards or foreign minors born in Spain who cannot obtain the status of Social Security beneficiaries due to the lack of any document.
- Foreigners with a student residence permit and their family members up to the first degree of consanguinity and affinity. Only for exceptional reasons, for example, previous illness, pregnancy, in addition to all those causes of non-fulfilment of the general situations.

- Foreigners with a residence permit for regrouping by ascendant. Only for exceptional reasons.
- In general, when the conditions of access established for citizenship must be extended for justified reasons, without distinction of origin, origin and circumstances of effective residence.

With administrative procedure in Affiliation and Validation Sections (UAV) and Departmental Affiliation and Validation Units (UAD):

- Refugees applying for international protection upon application. Only if they have a red card (persons without a red card remain in ASU and are granted international protection as a rule).
- Non-resident foreign minors included in special solidarity programmes for specific medical treatment.
- Non-resident foreign minors, included in special programmes for minors, for temporary stays in the Valencian Community for reasons other than their state of health.
- Foreign nationals from countries with which the Generalitat formalises an agreement for the provision of health care with financial compensation, because they are unable to receive treatment in their country of origin.

DOCUMENTATION REQUIRED

- Same criteria as for the "General Situation", except for justified exceptions.
- Social Report justifying the exceptions to the "General Situation".
- Medical report justifying the exceptional causes due to illness or affecting public health, in each case.

COST: Free

LINKS: <http://www.san.gva.es/documents/151744/b467b60d-87f7-4c79-b17b-7e9c594ef0a3>

ENGLISH	عرب	FRANÇAIS
Health card	بطاقة صحية صحية	Carte de santé
Social security number	رقم الحماية الاجتماعية	Social security number
Registration	التعداد	Recensement
Passport	جواز سفر	Passeport
Residence permit	تصريح الإقامة	Residence permits
Medical appointment	موعد طبي	Rendez-vous médical
X-ray	فحص العظام	scintigraphie osseuse
Blood test	فحص الدم	Blood test

Health insurance card: This is the effective means of identification of each citizen and of accreditation of the type of health services and benefits recognised in the State where he/she lives.

Social security number: This allows you to be identified in all your dealings with the Social Security and does not change over time.

Empadronamiento: This serves to justify domicile and residence to other bodies.

Passport: This is a document with international validity issued by the authorities of the respective country.

Residence permit: This is the authorisation granted by the government to a non-EU foreigner to reside legally in the country on a temporary basis.

Medical appointment: An appointment that a patient has with a doctor for treatment of an ailment or illness.

X-ray: Body or an object subjected to the action of X-rays to obtain an image on a photographic plate.

Blood test: A measurement of the number and types of cells in your blood that helps doctors check your overall health



PRIMARY HEALTH CARE/FAMILY MEDICINE

FAMILY PHYSICIAN: A professional medical profile that is closer to people, their families and their community environment, and practises a more accessible, more humane, more comprehensive, more efficient and more scientifically and technically advanced medicine.

As a beneficiary of the national health care system, we are assigned to a primary care or referral doctor. The first medical attention, arising from an ailment, discomfort or routine check-up, will first be attended to by the primary care professional, by appointment. Depending on the diagnosis, this doctor will either prescribe treatment with regular visits to his/her surgery or refer the patient to a specialist.

It is important to emphasise that care is by appointment only. This can be done in person at the health centre, by telephone and most preferably via the Generalitat Valenciana website and GVA+ SALUT APP.

TELEPHONE NUMBER: 961 839 000

COST: Free

LINKS: <http://www.san.gva.es/web/portal-del-paciente>

ENGLISH	عرب	FRANÇAIS
General practitioner	طبيب الأسرة الأسرة	Family doctor
Make an appointment	إحجز موعد إحجز موعد	Prendre rendez-vous
Disease	مرض	Maladie
Specialist referral	الإحالة المتخصصة	Specialised referencing
Blood test	فحص الدم	Blood test
Face-to-face appointment	المواعيد وجهاً لوجهها لوجه	Rendez-vous en face à face
Telephone appointment	موعد عبر الهاتف	Rendez-vous téléphonique
Covid symptoms	أعراض مرض فيروس كورونا	Symptoms of covid
Confinement	لإغلاق	Confinement

General practitioner: A primary care or general practitioner who treats people with common medical problems.

Make an appointment: This refers to a request for an appointment that follows certain formalities (e.g. online or by telephone) and must be made well in advance.

Disease: a mild or severe impairment of the normal functioning of an organism or any part of it due to an internal or external cause.

Specialist referral: Referring a patient, by means of an inter-consultation report, to another health professional.

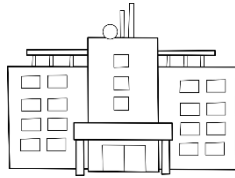
Blood test: A measurement of the number and types of cells in your blood that helps doctors check your overall health.

Face-to-face appointment: The patient has to come to the doctor's office for medical care.

Telephone appointment: For medical care, the professional will call the patient by telephone to carry out the care.

COVID symptoms: Alteration of the organism with characteristic signs that evidence or announce COVID.

Confinement: To remain in one place for a certain period of time.



HOSPITAL/SPECIALIST

HOSPITAL/SPECIALIST: To see a specialist or to have diagnostic tests performed at the hospital's outpatient clinic, you must make an appointment in advance. This can be facilitated by the Health Centre, by the hospital specialist or by the hospital's Emergency Department.

It is necessary to bring the Official Identity Document (DNI, NIE or Passport) and the Health Card.

To be notified from the surgery where you have an appointment, you must obtain an appointment ticket, which contains an alphanumeric code, your full name and the date and time of the appointment. This data guarantees that the code belongs to us and not to someone else. This method allows us to guarantee confidentiality in the outpatient area.

This ticket can be obtained at the citizen service counters after identification or at the automatic dispenser next to the entrance to the outpatients' area where, by typing in the identification number and pressing the 'search' button, the ticket will be delivered.

Once you have been seen by the specialist doctor in the consultation room, he or she will decide the level of care required to treat the problem in the most appropriate way.

It is at the consultation that you should ask the doctor, if necessary, for further information and/or clarification of any doubts about the process. The doctor will provide information on the complementary tests, treatment to be followed and subsequent check-ups if necessary.

CANCELLATION OF APPOINTMENT WITH SPECIALIST: If for any reason you need to change the date or time of your appointment, as well as any other circumstance that prevents you from attending, you must call the corresponding appointment telephone number during opening hours and in sufficient time to be able to make the appointment for another patient.

COST: Free

LINKS: <http://www.san.gva.es/web/portal-del-paciente>

ENGLISH	عرب	FRANÇAIS
Specialist	متخصص	Spécialiste
Gynaecologist	دكتور امراض نساء	Gynecologist
Traumatologist	طبيب الرضوح الرضوح	Traumatologue
Hospital	مستشفى	Hôpital
Waiting list	قائمة الانتظار	Liste d'attente
Treatment	علاج او معاملة	Traitement

Specialist: A physician who is trained and licensed in a special area of medicine.

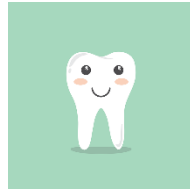
Gynaecologist: Specialist who deals with all pathologies related to the uterus, vagina and ovaries, as well as the prevention of future diseases.

Traumatologist: specialist in the study, diagnosis, prevention, rehabilitation and treatment of disorders of the locomotor system.

Hospital: An establishment intended to provide all types of medical care, including surgical operations and stay during recovery or treatment, and in which medical research and teaching are also practised.

Waiting list: total number of patients waiting for medical care.

Treatment: A set of means used to alleviate or cure a disease.



DENTAL SERVICES

DENTAL SERVICE: The Social Security dental service is responsible for providing primary care focused on infectious and/or inflammatory conditions. To this we must add the following services depending on the case:

- Extraction of wisdom teeth.
- If appropriate, biopsies may be performed.
- Attention to different injuries or wounds present in the oral area.
- Dental check-up.
- Extraction of teeth.
- Diagnosis of possible pathologies or conditions requiring attention.

In addition to all of this, an information service is provided that focuses on providing users with dental health advice. This service teaches patients about the causes and origins of pathologies and what actions they can take to prevent them. However, so far, what the social security dentist does not cover are dental implants, orthodontics and other interventions.

The primary care service (general practitioner) is the one who, after an assessment, refers the user to the specialist, which in this case is the social security dentist. This professional will make an assessment and diagnosis in order to approve or deny the care provided by the public/free service.

COST: Free

LINKS: <http://www.san.gva.es/web/portal-del-paciente>

ENGLISH	عرب	FRANÇAIS
Denista	دينستا	Denista
Private clinic	عيادة خاصة عيادة خاصة	Clinique privée
Toothache	وجع أسنان وجع أسنان	Douleur de molaires
Tooth	سن	Dent
Wisdom teeth	ضرس العقل	Dents de sagesse
Treatment	علاج او معاملة	Traitement
Surgery	جراحة	Opération

Dentist: A specialist who is professionally engaged in the care and treatment of diseases of the teeth.

Private clinic: Health establishment where the illness of a patient is diagnosed and treated, who may be admitted or treated on an outpatient basis. It is usually attended upon payment or by means of a previously contracted insurance policy.

Toothache: A toothache is pain around the jaw or face. It is usually caused by a problem with a tooth.

Tooth: A hard, white piece of bone that grows, along with others, in the mouth. It is used for cutting or chewing food.

Wisdom **teeth:** Name for the third molars in the mouth.

Treatment: A set of means used to alleviate or cure a disease.

Surgery: Part of medicine that deals with curing diseases, malformations, trauma, etc., by means of manual or instrumental operations.



MENTAL HEALTH/

MENTAL HEALTH: Decree 148/86, which regulates the provision of mental health services, and Decree 81/98, which defines and structures the health resources aimed at mental health, define the health care model for mental health in the Valencian Community.

According to the type of care they provide, we can classify current mental health care resources as follows:

Mental Health Units (USM). In this section we include the following health units

child and adolescent mental health (USMI or USMI-A).

2.- Addictive Behaviour Units (UCAs). Within this section we include the units of Alcoholology (AU).

3.- Mental health day hospitals.

4.- Home Care Programmes.

Referral: The primary care service (general practitioner) is the one who, after an assessment, refers the user to the specialist, who in this case is the psychologist. This clinical psychologist participates in various medical units as well as offering psychological care and support to patients and their families when required by the doctors in charge.

Health care is provided during the hospitalisation process, as well as later in the Outpatient Department, depending on the department from which the consultation is requested or from which the care is provided.

COST: Free

LINKS: <http://www.san.gva.es/web/portal-del-paciente>, <http://www.lafe.san.gva.es/AreasyServicios/es/salud-mental.html>

ENGLISH	عرب	FRANÇAIS
Specialist	متخصص	Spécialiste
Emotions	العواطف	Émotions
Monthly appointment	موعد شهري	Rendez-vous mensuel

Specialist: A physician who is trained and licensed in a special area of medicine.

Emotions: Very intense feelings of joy, sadness, anger, etc, produced by an event, an idea, a memory, etc.

Monthly appointment: Visit arranged to attend once a month.



PHARMACY/DRUGSTORE

PHARMACY : Legally, a pharmacy is a health establishment of public interest and private ownership, subject to the planning and health regulations established by the Autonomous Communities, under the responsibility and management of the pharmacist and owner, assisted by assistant pharmacists, pharmacy assistants and other personnel.

The following functions must be provided in pharmacies, which become obligations for the pharmacist and rights for users:

- The acquisition, custody, storage and dispensing of medicines and medical devices.
- The preparation and dispensing of magistral formulae and officinal preparations, in accordance with the rules of correct manufacture and the established procedures and quality controls.
- The guarantee of pharmaceutical care to population centres where there are no pharmacies, under the terms set out in this Law and its implementing regulations.
- Information on medicines, which should always be given by a pharmacist, with emphasis on aspects that favour their better use.
- Collaboration in all actions that promote the rational use of medicines.
- Collaboration in pharmacovigilance activities by notifying the responsible bodies of any adverse reactions detected.
- Collaboration with the Health Administration

PRICE OF MEDICINES: In Spain, the State is responsible for setting the price of medicines included in the public provision. The decision corresponds to the Interministerial Commission on Drug Prices. Therefore, if the medicines that we are going to buy at the pharmacy are prescribed by a doctor, we will only pay a proportional percentage. If, on the other hand, we do not have a prescription, we will have to pay the full price. It is important to note that there are medicines that can only be administered with a doctor's prescription.

ENGLISH	عرب	FRANÇAIS
Pharmacy	مقابل	Pharmacie
Medicines	طب	Médicament
Prescription	روشتة	Prescription médicale
Non-prescription medicine	أكثر من الأدوية المضادة	Médicament disponible sans ordonnance
Price	سعر	Prix
Health card	بطاقة صحية صحية	Carte de santé

Pharmacy: Establishment where medicines are prepared and sold.

Medication: A substance that serves to cure or prevent a disease, to reduce its effects on the body, or to alleviate physical pain.

Medical prescription: This is the paper or electronic medium containing the written prescription for medicines.

Non-prescription medicine: A medicine that, due to its characteristics and indications, is intended to treat minor pathologies that do not require a medical prescription.

Price: The amount of money that allows the acquisition or use of a good or service.

Health insurance card: This is the effective means of identification of each citizen and of accreditation of the type of health services and benefits recognised in the State where he/she lives.



VACCINES

VACCINATIONS: The NHS in Spain provides full coverage for vaccinations for children and adolescents. The general practitioner will have a record in the user's history to control the vaccination to be given according to the age of the child. In turn, the mother, father or guardian of the minor will have a vaccination booklet in which the name of the vaccine given, and the date of vaccination will be recorded.

On the other hand, in adults in Spain, the influenza vaccine is administered to vulnerable populations such as the elderly, or people who are in contact with this population due to their work. This vaccine is administered once a year when the vaccination campaign begins in the different primary health care centres. The professionals responsible in this case are the nurses.

Regarding vaccination against Sars Cov 2, each Autonomous Community organises the administration among the population. Communicating the vaccination date by telephone or SMS text message.

LINKS: <https://www.sanidad.gob.es/profesionales/saludPublica/prevPromocion/vacunaciones/calendario-y-coberturas/home.htm#>

ENGLISH	عرب	FRANÇAIS
Flu vaccine	لقاح الانفلونزا	Vaccin contre la grippe
COVID vaccine	لقاح مرض فيروس كورونا	Vaccin contre le covid
Dose	جرعة	Dose
COVID Passport	COVID جواز سفر	Passeport COVID
Vaccine reaction	تفاعل اللقاح	Vaccine action
Vaccination point	نقطة التطعيم	Point de vaccination

Flu vaccine: An annual vaccine to protect against the highly mutable influenza virus.

COVID vaccine: This is a periodic vaccine to protect the person from the symptoms of the virus.

Dose: The amount of something, especially a medicine or drug, taken in one dose.

COVID Passport: A system to identify those who have passed the COVID or have been vaccinated, so that we can control the capacity so that everyone is safe.

Vaccine reaction: Manifesting fever, joint pain, tiredness, etc., after administration of a medicine or substance.

Vaccination point: Enabling non-health facilities for the administration of medicines to the population.