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MIG-DHL

Migrants Digital Health Literacy

Module 3

Healthcare services



Erasmus+

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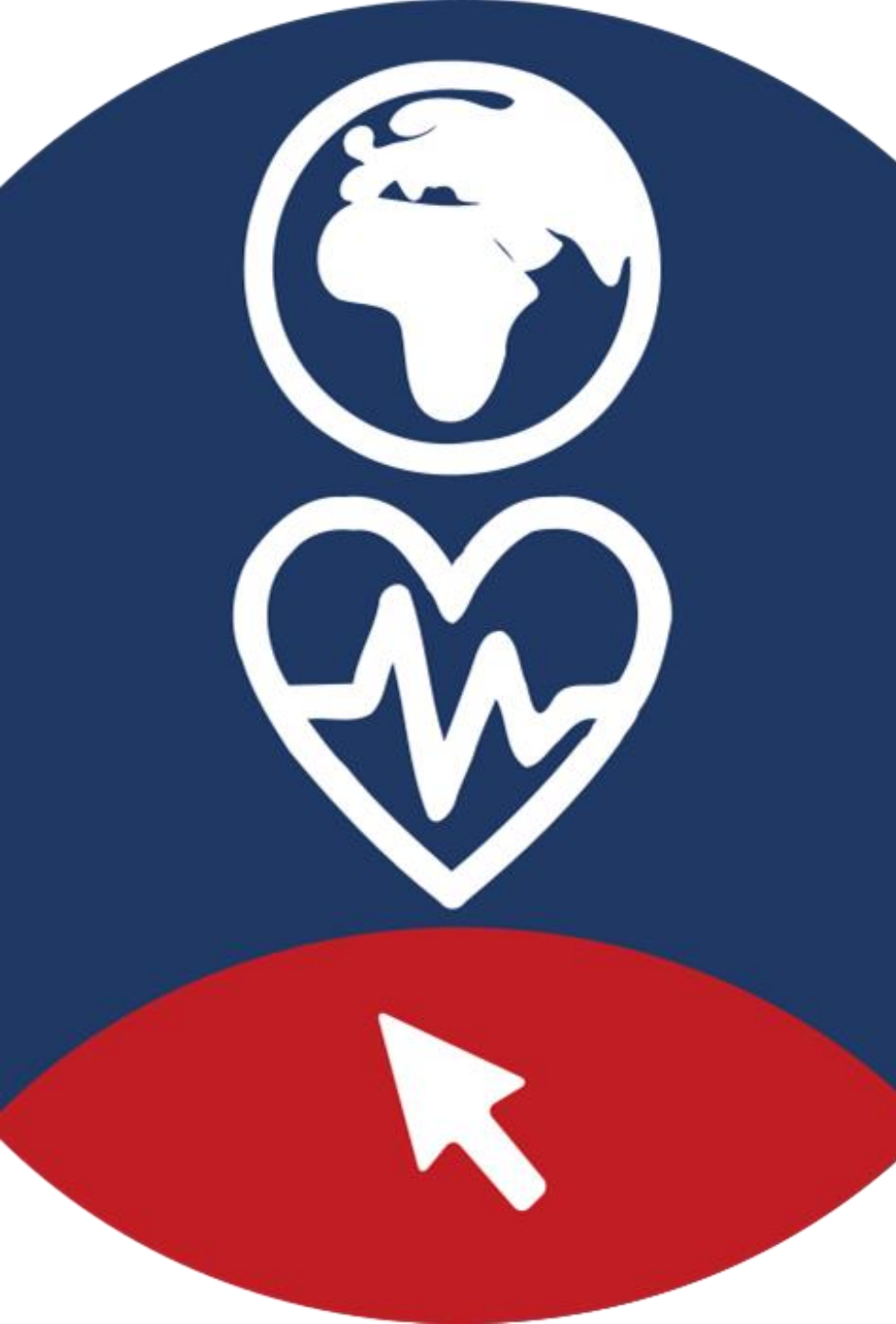
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Modules

1. What is Digital Health Literacy and its relevance

2. Main health issues when landing in a new country

3. Healthcare services



4. Turning digitally literate

5. Navigating the National Health System through internet

6. Being active in the digital health environment

3 Healthcare services

Objectives



To improve trainees' health literacy



To provide trainees with a first approach to navigating the national health system through the internet.



Competences

- ✓ Ability to understand the general functioning of the national health system and apply it in their relations with the health system.
- ✓ Ability to understand and put into practice how to become a user of the national health system.
- ✓ Ability to understand what the rights and obligations are, as an immigrant, in the national health system, and how to inform themselves adequately about them



3.1.1 Introduction

Objectives

- Learn what it takes to be a beneficiary of the national health system
- Learn the basic functioning of the national health system
- Learn how to solve problems related to the management of one's own health

Let's start ...

3.1 3.1.1

3.2 3.1.2

3.1.3

3.1.4

3.1.5



Action 3.1.2

What do I need to be a health system user

Objectives

- Learn the legal framework of each country regarding access to health services, focusing on the basic requirements that immigrants have to meet in order to become beneficiaries of the national health system and the basic actions they need to follow.

3.1 3.1.1

3.2 **3.1.2**

3.1.3

3.1.4

3.1.5



Ask yourself these questions:

- Do you know how the national health system works in Spain, Germany, Italy or Greece?
- Have you ever had a problem or had to repeat a process, because you did not know how the national health system works here in Spain, Germany, Italy or Greece?





Videos for Spanish NHS

Let's watch the following videos and discuss!

Video 1:

https://www.youtube.com/watch?v=0olenJsacvU&ab_channel=LaPalomaHospital

Video 2:

https://www.youtube.com/watch?v=0HIMC9ITGTQ&ab_channel=CELADORESONLINETEMARIOYTEST



Videos for German NHS



Let's watch the following videos and discuss!

Video 1:

<https://www.youtube.com/watch?v=RaSKm0o4Jc8>

Video 2:

<https://www.youtube.com/watch?v=sasX7aZeCGc>



Videos for Italian NHS

Let's watch the following videos and discuss!



Video 1:

[Il Servizio Sanitario Nazionale - YouTube](#)

Video 2:

[The Health Care System in Tuscany - YouTube](#)



Videos for Greek NHS



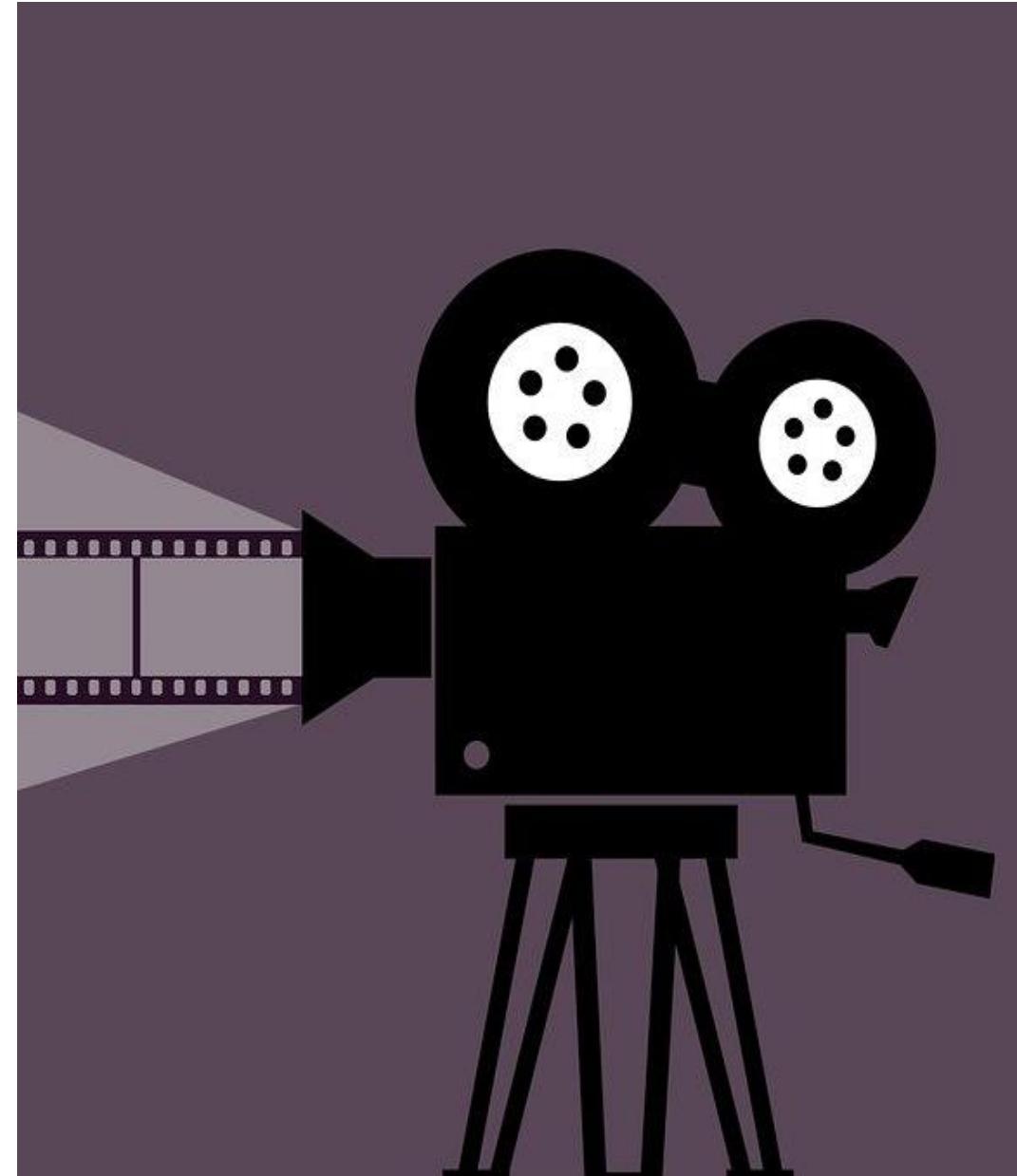
Let's watch the following videos and discuss!

Video 1:

<https://www.youtube.com/watch?v=F62d6kCPGzE>

Video 2:

<https://www.youtube.com/watch?v=p3LQlz0ZZKg&t=4s>

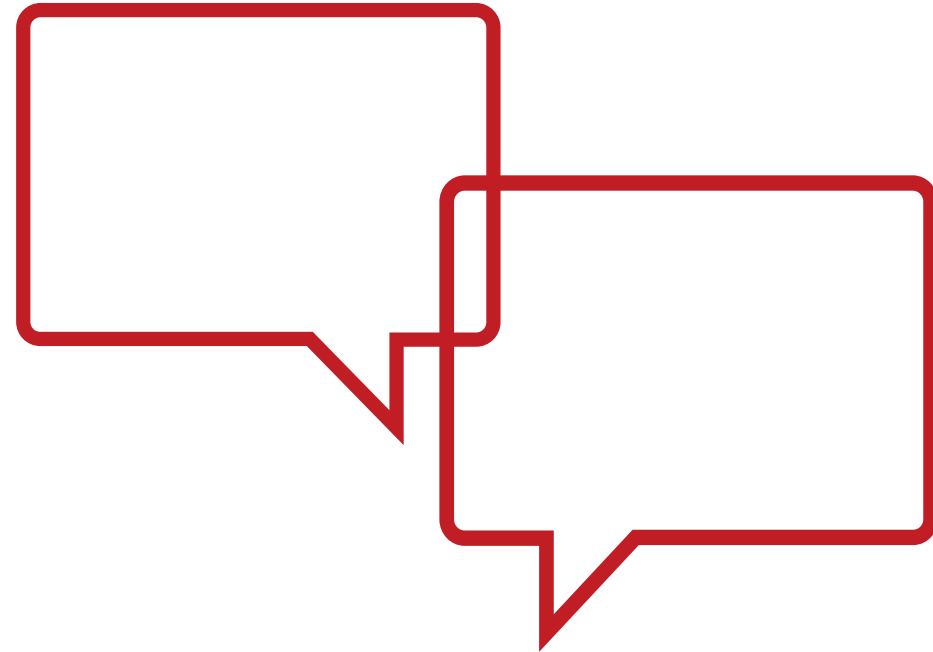


Actions 3.1.3 & 3.1.4

What would you do?

Objectives

- You will work as a group and discuss how to resolve issues based on scenarios.
- You will learn how to cope with different situations.



3.1 3.1.1

3.2 3.1.2

3.1.3

3.1.4

3.1.5



What would you do? - STEPS

- 1) The activity is composed of 8 scenarios
- 2) Trainees split in 4 groups: the first 4 scenarios are distributed among the groups by means of cards.
- 3) The groups discuss the scenarios given to them
- 4) Time is allowed so that each group explain to the others which scenario they have received and how they would solve them.
- 5) A short discussion between all the trainees is encouraged.
- 6) The trainer explains the basic functioning of the health system in the area under discussion.
- 7) The process is repeated with the following 4 scenarios.



Topic 1 - Emergency

There is a person running along the river at 8 am. The ground is wet from the previous night's rain. The person is running cautiously but in order to avoid a stone he steps in a hole that was not visible because it was waterlogged. As he puts his foot in the hole, his foot buckles and he falls to the ground. He starts shouting "help!" repeatedly and finally you, who were just passing by, hear him.

How would you act in this situation?



Topic 2 - Admission



- You have an appointment for surgery with the surgeon Dr. Perez at 08:00. When you arrive at the hospital you don't know where to go. What should you do?
 - Go to the Information Desk
 - Go to the operating theatre floor and ask for Dr. Pérez.
 - Go to Admission

Explain why.

Topic 3 - Family Doctor

The cold of the last few days makes you sneeze, cough, have a sore throat and a stuffy nose. You would like to take a pill for the pain but you don't know which one. What should you do?

Explain the steps you should take.



Topic 4 - Hospital/Specialist

- Following a fall you had while cycling, your GP has told you that he is referring you to a specialist for specific tests and further treatment. He does not give you an appointment immediately but tells you that a letter with the appointment will be sent to your home.
- **Explain which specialist you will be seeing and why.**
- **Explain where you will need to go to be seen by the specialist.**



Topic 5 - Dental Services

- You woke up with a slightly swollen mouth and you complain about the pain in one of your molars. You have been taking painkillers for several days but the discomfort continues.
- **Explain where you should go first to be treated and why.**



Topic 6 - Psychologist

Alberto's mother died a few weeks ago and since then he has not been able to get out of bed. He feels sad and his condition is affecting his performance at work. A friend has told him that he should see a psychologist to help him deal emotionally with his grief.

What steps should Alberto take to be seen by the specialist?



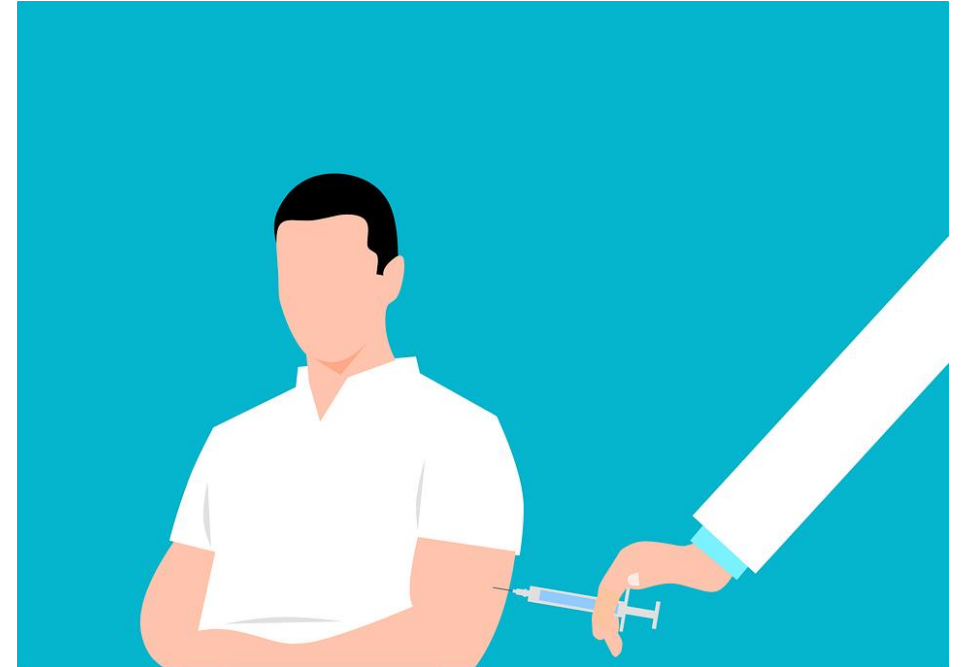
Topic 7 - Pharmacy

- I went to the pharmacy to buy a cough syrup and a muscle relaxant to help me rest better at night. When I gave her my SIP card, the pharmacist told me that she could sell me a type of natural cough syrup, but not the tablets, as she said I needed a prescription to buy them.
- **What are the health steps you have to follow to be able to have a prescription prescribed by a doctor?**
- **Why have they only been able to sell you a natural syrup and not another type?**
- **Do you need to show your health card to buy over-the-counter medicines?**



Topic 8 - Vaccination

- When travelling abroad by air, airlines are asking for security documents to be attached to COVID 19. **What are these documents and what information is reflected?**



ONLINE MAP

- **SPAIN:** [Download the map of the Spanish Health System from here!](#)
- **GERMANY:** Download the map of the German Health System from here!
- **ITALY:** Download the map of the German Health System from here!
- **GREECE:** Download the map of the German Health System from here!



Action 3.1.5

Closing - debriefing

Objectives

- You will be provided with a summary and clarifications on possible doubts and questions.

3.1 3.1.1

3.2 3.1.2

3.1.3

3.1.4

3.1.5



Summary

Clarifications



Action 3.2.1

Excursion/practical visit

Objectives

- You will learn how the national health system works and, in particular, on the rights and obligations that participants have as immigrants and as general users of the system.

3.1 3.2.1

3.2 3.2.2



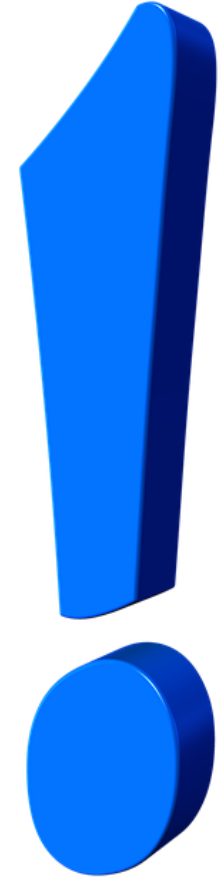
POOLING OF THE HOMEWORK: PRACTICAL VISIT

Is there anything you did not know before the visit that you know now thanks to it?

What did you find the most important in terms of managing your own health

How is a health centre organised?

What can you do/ask for in a health centre?



Action 3.2.2

Closing - debriefing

Objectives

- You will be provided with a summary and clarifications on possible doubts and questions.

3.1 3.2.1

3.2 3.2.2



Summary

Clarifications





MIG-DHL

Migrants Digital Health Literacy

Congratulations!
You have completed this
module!

