# MIG-DHL
## Migrants Digital Health Literacy

# Handbook

## Module 5

## Exploring Digital Health tools

**Authors:**

Carlos Serra, UVEG; Karin Drda-Kühn, MediaK

This handbook for module 5 is a part of the MIG-DHL Program containing 6 learning modules in total, which has been developed within the Erasmus+ Strategic Partnership **MIG-DHL-Migrants Digital Health Literacy.**

## The training contents at a glance:

**MIG-DHL Programm**

| Module 1: What is Digital Health Literacy and its relevance |
|---|
| Module 2: Main health issues when landing in a new country |
| Module 3: Healthcare Services |
| Module 4: Turning Digitally Literate |
| **Module 5: Exploring Digital Health Tools** |
| Module 6: Being Active in the Digital Health Environment |

You can find more information at the homepage: https://mig-dhl.eu/

# Content

The following handbook belongs to the intellectual output 2 in the project MIG-DHL. This handbook covers all the six 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.) Exploring digital health tools**

6.) Being active in the digital environment

The handbook itself is addressed specifically to trainers and supporters (social workers, health professionals, etc.). The idea is to provide a deeper knowledge about the topics discussed in the training sessions, so the content of the training materials gets clearer to the trainer. Also, the trainer is prepared to answer questions, which are more detailed than the information given in the training materials. Therefore, this handbook provides a deeper knowledge and linkages to additional resources related to the content- primarily for the trainers, but of course also for all other people who would like to learn more about the topics.

The structure of the handbook is orientated on the structure of the training programme. Every module has a chapter around 6-8 pages.

This particular handbook contains information relating to **Module 5, Exploring Digital Health Tools**. Therefore, here you will find the necessary theoretical information to support the contents and activities of DPTA_5.

Module 5 has an eminently practical character, in which trainees will put into practice the different skills acquired in Modules 1 to 4. Thus, trainees will navigate the national health system through the different online tools presented. The contents of this handbook are based on providing a presentation of the different digital tools (websites, apps) in their most relevant functionalities, as well as the expected results of the exercises to be developed in module 5.

Firstly, **institutional websites and apps** are presented, i.e., those websites and apps developed by the public authorities that are necessary to carry out the management of health itself and which contain different types of health information. The selection of websites and apps is based on the different administrative levels into which the country is divided. For example,

for the case of Spain: the website of the Ministry of Health at the national level, the website of the Regional Ministry of Health at the regional level and the app for health processes at the regional level, and the interesting websites at the local level. In this case, I have chosen the city of Valencia as it is the city where the validation will take place. Also included is the WHO website, with relevant health information (this website should be present in all countries' version of Module 5). Therefore, **firstly, the most relevant websites managed by authorised public authorities are presented.**

Secondly, reliable websites are included, in some cases directly related or recommended by public authorities. However, **these are not institutional websites/apps**, they are not developed by public authorities. These are websites and apps that are not public but provide relevant and specialised information on certain topics that, in a way, complement the information that can be provided by public authorities (examples provided in the slides of module 5).

The following is a shortened and schematic version of the different national versions of the countries that make up the MIG-DHL consortium: Spain, Germany, Italy and Greece.

The versions that will be translated into Spanish, German, Italian and English will be more elaborated and will provide relevant information for trainers in order to implement the training. The English version is provided in order to provide a rationale and an example for trainers from countries outside the consortium who are interested in this programme and want to replicate it with their own country specific online tools.

# 1. MAIN DIGITAL HEALTH TOOLS IN SPAIN

## 1.1 Institutional online tools

### 1.1.1 Website of the Spanish government's national health system. Ministry of Health.
**LINK: https://www.mscbs.gob.es/organizacion/sns/home.htm**

Here, Trainees can find updated and official information about health processes and general information about health Promotion and prevention: Information aimed at different target groups and dimensions: Childhood, Adolescence, Adults, Seniors, Women, Vaccinations, Tobacco, Alcohol prevention, Safety and injury prevention, Violence prevention, Diseases: communicable and non-communicable, Mental Health**,** Safety and Injury Prevention**,** Road Safety**,** Violence Prevention**,** Rare diseases**,** Patient safety**,** Patient and family associations**,** Environmental and occupational health**,** Health services and centres, etc.

### 1.1.2 Website of the Valencian Regional Government's Health System: Patient Portal.
**LINK: http://www.san.gva.es/web_estatica/portal_del_paciente_es.html**

Portal of the Region of the Valencian Community with a large amount of information on health issues in general and, above all, health management processes that trainees should be aware of, among which are the following: medical appointments, surgical waiting list status, SIP health card, health centres, Health History, acknowledgements, suggestions and complaints, SAIP, Data protection or the Blood Bank.

### 1.1.3 APP: GVA+Salut (Valencian Community)
**DOWNLOAD THROUGH GOOGLE PLAYSTORE**

Allows the use of any of the following options: Consult and request Primary Care appointments; Consultation of outpatient appointments; Treatments and dispensations without scanning the treatment sheet; Follow-up of accompanying persons during surgery; Vaccination; EU Digital COVID Certificate, etc.

### 1.1.4 Other regional system apps
**DOWNLOAD THROUGH GOOGLE PLAYSTORE**

Apps that provide similar services in other regions of Spain are included for illustrative purposes. The validation actions, in the case of Spain, will be carried out in Valencia, capital of the Valencian region. However, the possibility is introduced for the trainer to introduce the

existence of these other apps, so that the trainees have a complete perspective of the healthcare organisation in the different regions of Spain.

### 1.1.5 World Health Organisation Website
**LINK: https://www.who.int/es**

The WHO website provides up-to-date, international information on a wide range of health topics. It is therefore a great resource for (general) health literacy. From this website it is possible to obtain information regarding the up-to-date health situation in most countries of the world, which may be of interest in case trainees want to obtain up-to-date information regarding the health situation in their home countries and/or where their family members may reside.

## 1.2 Non institutional online tools

### 1.2.1 GUIASALUD PORTAL
**LINK: https://portal.guiasalud.es/**

Through this website, trainees can access, via a search engine, reliable and up-to-date information on diseases, illnesses, and health problems in general. The advantage of this website is that it is possible to access the information very quickly by going to 'Patient material' and either searching directly in the search engine or selecting from the drop-down list contained in the search tool on the left-hand side of the page.

### 1.2.2 WEBCONSULTAS PORTAL
**LINK: https://www.webconsultas.com/qwdw**

Offers the most complete information on all diseases of the human body, symptoms, diagnoses, treatments, advice, etc., can be found here in a few simple steps.

### 1.2.3 EFE AGENCY PORTAL
**LINK: https://www.efesalud.com/espana/**

Trainees can rely on this website to provide reliable and quality news on a wide range of health issues.

### 1.2.4 MUJERYSALUD PORTAL
**LINK: https://www.mujerysalud.es/**

Mujer y salud is a health portal platform where you will find health news and articles written by medical professionals who practise their profession in private practices or in hospitals of

7

the Spanish public or private health system. Healthcare professionals and doctors specialising in specialised primary care, general medicine, internal and preventive medicine, plastic and cosmetic surgery, neurology, urology, nephrology, dermatology, paediatrics and many other medical branches and specialities.

### 1.2.5 PSICOLOGIA Y MENTE PORTAL
**LINK: https://psicologiaymente.com/**

Psychology and Mind is a portal that trainees can use to obtain more specialised information regarding different areas of psychology: clinical psychology (mental disorders), social psychology (how we relate to each other in our personal relationships), cognition and intelligence, personality, educational and developmental psychology.

### 1.2.6 MEDLINEPLUS PORTAL
**LINK: https://medlineplus.gov/spanish/**

The goal of this website is to provide quality, relevant health and wellness information that is reliable, easy to understand and free of advertising in English and Spanish; free of charge and accessible anywhere, anytime, on any device.

## 1.3 Practical Exercise 5.4 Expected Resolution -Spain-

The following is the way in which trainees are expected to solve the different scenarios provided as Practical Exercise 5.4 correctly:

**Activity 1:** Trainees should access the portal of the (national) ministry of health and access the information on the flu vaccine.

Similarly, through the EFESALUD news portal, trainees can access the following webpage with information regarding vaccine compatibility: https://efesalud.com/vacuna-gripe-guia-2021-quien-cuando-como-por-que/

**Activity 2:** Trainees should seek information through the portal of the Valencia Regional Health services (Patient Portal). Specifically, they can find the information in the Blood Bank section.

**Activity 3:** This information can be found in the APP: GVA+Salut.

**Activity 4:** The trainees can get an appointment with the doctor through the portal of the Valencia Regional Health Services (Patient Portal) and the APP: GVA+Salut.

**Activity 5:** The answer to this question is to go to hospital.

**Activity 6:** The answer to this question is to make an appointment with your family doctor.

**Activity 7:** In terms of how to get psychological help through Social Security, the process is to make an appointment with your family doctor and discuss your situation so that he or she can consider referring you to a clinical psychologist. If your family doctor considers it appropriate, he or she will refer you to a psychologist or even a psychiatrist (or both) if the use of psychopharmacology may be necessary.

**Activity 8:** they can access the information through this website: https://www.farmacias.es/valencia

## 2. MAIN DIGITAL HEALTH TOOLS IN GERMANY

### 2.1 Institutional online tools

The websites of the ministries and the Federal Centre for Health Education (*Bundeszentrale für gesundheitlche Aufklärung*) provide reliable information on the subjects of health:

- Example 1: Federal Ministry of Health of Germany:
  https://www.bundesgesundheitsministerium.de/en/index.html
- Example 2 Federal Centre for Health Education:
  https://www.bzga.de/home/bzga/
- Example 3 for one of the German federal states: Ministry of Health of North Rhine-Westphalia: https://www.mags.nrw/

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
Especially for migrants, there are multi-lingual tools like the following:

- https://www.migration-gesundheit.bund.de/

A Health Guide in 40 languages of the German Ministry of Health pools the necessary information on the German healthcare system with relevant health-related topics (medical care, vaccination, insurance, long-term care, addiction, and drugs).

- https://handbookgermany.de/de.html

This Health Guide of the German Ministry of Health in eight languages informs asylum seekers about medical care in Germany and provides practical advice on how to avoid sickness and infection.

### a. <u>Non-institutional online tools</u>

There is an abundance of websites that present health topics. These are not operated by German authorities, but many offer information that is directly related to official information. Here are some examples of websites and apps:

- [https://www.zanzu.de/en/](https://www.zanzu.de/en/): This is a multilingual health-related homepage that can also help you better communicate with your doctor.
- [https://www.expatica.com/de/healthcare/healthcare-basics/german-healthcare-system-103359/](https://www.expatica.com/de/healthcare/healthcare-basics/german-healthcare-system-103359/): This is a website specifically developed for ex-pats, summarizing the most important information on the health system in Germany.
- [https://www.gesundheitsinformation.de/das-deutsche-gesundheitssystem.html](https://www.gesundheitsinformation.de/das-deutsche-gesundheitssystem.html): Website, which summarizes the most important information on the health system in Germany

**Useful apps to navigate through the German health system**

- 116 117 ([https://play.google.com/store/apps/details?id=de.kvdigital.nfa](https://play.google.com/store/apps/details?id=de.kvdigital.nfa)): App of the official patient service in Germany, which provides support in particular in the search for a doctor
- Doctolib ([https://play.google.com/store/apps/details?id=fr.doctolib.www&hl=de&gl=US](https://play.google.com/store/apps/details?id=fr.doctolib.www&hl=de&gl=US)): App to make a doctor's appointment
- TipDocMedic is a multimedia communication app for the care of foreign-language patients in 26 languages ([http://www.setzer-verlag.com/epages/79584208.sf/de_DE/?ObjectPath=/Shops/79584208/Categories/Category1](http://www.setzer-verlag.com/epages/79584208.sf/de_DE/?ObjectPath=/Shops/79584208/Categories/Category1))

### 2.3 Practical exercise 5.4 Expected resolution – Germany -

The following is how trainees are expected to solve the different scenarios provided as Practical Exercise 5.4 correctly with links to the German health system:

**Activity 1:** Trainees should access the portal of the Federal Ministry of Health and access the, for example, information on the flu vaccine (e.g. https://www.bundesgesundheitsministerium.de/en/index.html).

Similarly, through the home pages of the 16 regional Ministries of Health and the Federal Centre for Health Education, trainees can access the webpages with information regarding the vaccination against flu, e.g. the https://www.bzga.de/presse/pressemitteilungen/2021-10-06-jetzt-der-grippe-zuvorkommen-mit-der-grippeschutzimpfung/

**Activity 2:** Trainees should seek information through the website https://www.blutspenden.de/ with information, videos, and further links about blood donations.

**Activity 3:** This information can be found on many apps as well as German websites, e.g. the website of the German Red Cross: https://www.drk.de/hilfe-in-deutschland/erste-hilfe/notruf-112/

**Activity 4:** To make an appointment with a doctor, the doctor can be contacted by phone or email. The ways are described in the MIG-DHL training module 3.

**Activity 5:** The answer to this question is to go to make an appointment with a General Practitioner who will refer the patient to a specialist or hospital if necessary.

**Activity 6:** The answer to this question is to make an appointment with your dentist or to go to an emergency dentist. Emergency dentists are available in large cities, usually in connection with university hospitals. It is not necessary to make an appointment to see them. In small towns or rural areas, there are emergency services at weekends or at night that can be contacted via the emergency numbers.

**Activity 7:** In terms of how to get psychological help through health insurance, the process is to make an appointment with your family doctor and discuss your situation so that he or she can consider referring you to a clinical psychologist. If your family doctor considers it appropriate, he or she will refer you to a psychologist or a psychiatrist.

**Activity 8:** Pharmacies are usually identified on digital maps such as Google Maps. There are also websites like https://www.mein-apothekenmanager.de/ and apps with pharmacy location services and the designation of other health-related services.

## 3. MAIN DIGITAL HEALTH TOOLS IN ITALY

This section presents the main websites and applications that allow people to learn about and use public health services in Italy.

In order to better understand the contents of the tools presented, we recall a brief description of the Italian Public Health System (*Servizio Sanitario Nazionale*-SSN), which defines, at the central level, health intervention and guidelines that are targeted to ensure all the sanitarian services.

The Italian Public Health System is divided into different levels of responsibility and governance. At the central level the State has the responsibility to ensure that all citizens have the right to health protection, through the definition of the Essential Levels of Care (*Livelli Essenziali di Assistenza*-LEA). At the regional level the Italian Regions have direct responsibility for the implementation of governance to achieve the country's health objectives.

The Regions have exclusive competence in regulating and organising services and activities through the Local Health Agencies (*Aziende Sanitarie Locali*-ASL).

The Asl are the first level, through which the single individual, families and the community can access the SSN.

In this handbook, the web tools will be presented in an order from *national* to *regional* level.

In particular, as regards the regional area taken as an example, we refer to the region of Tuscany, the area where the project is mainly implemented in its Italian part.

Finally, we report how, at regional level, digital tools for accessing health services may vary, depending on the digital investment made by Regions.

This can be seen for instance in the case of the Electronic Health Record (*Fascicolo Sanitario Elettronico*-FSE), which can be considered the main digital health tool for the SSN user. The FSE is an online collection of medical data and information that make up a person's medical history.

Through this tool, it is possible to better manage one's clinical data and achieve quality doctor-patient communication and organisation.

The documents it contains are constantly updated with the data and documents issued by the Regional Health Service; for this reason, the interface and access methods to the FSE vary from region to region, although the services offered have many points in common.

### 3.1 Institutional online tools

The websites of the Italian Ministry of Health and regional agencies, which provide institutional information on access to health services:

- Example 1: Italian Ministry of Health website: [Ministero della Salute](#)
- Example 2: Website of the Istituto Superiore di Sanità (ISS); the main centre for research, control and technical-scientific advice on public health in Italy: [Home - ISS](#)
- Example 3: Website of National Agency for Regional Health Services: [Agenas - Agenzia Nazionale per i servizi sanitari Regionali - AGENAS](#)
- Example 4: Website of the Health Service for the Region of Tuscany: [Servizio Sanitario Toscana - Regione Toscana](#)

A comprehensive description of operational guidelines to access the National Health System for foreigners can be found here (in Italian language):

[L'accesso alle cure della persona straniera: indicazioni operative, seconda edizione (salute.gov.it).](#)

The guide, published by the Ministry of Health and constantly updated, stems from the need to provide a response to requests for information on the administrative and legal aspects of access to care for foreigners, received by the Counselling Service of the Istituto Superiore di Sanità (ISS), from health and social workers, linguistic-cultural mediators, volunteers, involved in the protection of the rights of migrants, as well as many foreign people who have found themselves in difficulty in accessing Italian public health and social services.

Another guide on access to the National Health Service for non-EU citizens, with a special focus on women's health, can be found at the following link (in Italian language):

[untitled (bussolasanita.it)](#)

## 3.2 Non institutional online tools

Below are references to the websites or digital tools of a number of projects that target their content primarily at foreigners in Italy, in order to facilitate their access to health services and/or their care for specific health issues.

A specific focus is on projects dealing with the care and support of asylum seekers, holders of international protection and refugees in Italy.

- [RETESAI | Sistema Accoglienza Integrazione](#)

The Reception and Integration system (*Sistema Accoglienza e Integrazione*-SAI), promoted by the Italian Internal Ministry, provides for the reception of asylum seekers as well as holders of protection and unaccompanied foreign minors in specific projects. At a territorial level, the local authorities, with the support of associations, guarantee integrated reception interventions which, in addition to providing board and lodging, also include measures of information, accompaniment, assistance and orientation, through the construction of individual projects of socio-economic integration.

- [Homepage - I.C.A.R.E. TOSCANA (sanita.toscana.it)](#)

The aim of the project is to improve access to care in the territorial health services, guaranteeing appropriate, effective and adequate responses to the health needs of asylum seekers and holders of international protection in a situation of social and health vulnerability. The ICARE privileged target is represented by women, minors and unaccompanied foreign minors, and families in vulnerable health conditions. However, the project is also addressed to adult men who are part of the target population in a situation of psychophysical vulnerability.

- [https://www.youtube.com/playlist?list=PL5WpPAVGKvdafMKFEIeh5tpeg995Y4QiA](https://www.youtube.com/playlist?list=PL5WpPAVGKvdafMKFEIeh5tpeg995Y4QiA)

The video made for the Net Care Project was developed by the Global Health Centre in collaboration with Oxfam and Alice soc. coop - *Centro Antiviolenza* La Nara. It promotes access to protection services in cases of gender-based violence. The video is available in Arabic, Bangla, Chinese, French, Italian, Pidgin English, Punjabi, Spanish, Urdu.

- [Interactive map - Mig Healthcare](#)

MyHealth (http://healthonthemove.net/) and Mig-HealthCare (http://www.mighealthcare.eu) are EU-funded projects that aim to improve access to health care for vulnerable migrants and refugees by supporting their participation and inclusion in communities and reducing health inequalities through the implementation of models based on the know-how of a European multidisciplinary network. The overall objective of the two projects was to improve access to health care, while promoting the health and well-being of members in the community and providing wider ownership of health services, increasing engagement and embracing the skills that migrants bring to the health sector. MyHealth (healthonthemove.net) as well as Mig-HealthCare developed a free toolbox – available on both project websites – in order to share with migrants and professionals working with them documents and materials to help them face some of the daily problems encountered during the migration process.

Examples for health apps:

- [Toscana Salute - Regione Toscana; App Toscana Salute - YouTube](#)

Toscana Salute, the App that gives access to online Tuscan health services through mobile devices. To use the App in all its functions, it is necessary to activate the Health Card or request SPID credentials and to consult clinical documents is necessary to activate the own Electronic Health File (*Fascicolo Sanitario Elettronico*-FSE). The app is currently available for Android and iOS systems.  With Toscana Salute is possible to:

- download the Covid 19 green certificate
- consult own reports
- download the reminder of prescriptions for medicines, examinations and tests
- consult emergency room accesses
- book medical visits and examinations
- pay the health ticket
- choose the family doctor
- fill in and send the self-certification for exemption or income for health care cost-sharing
- manage personal notebook

- find useful numbers of the health service and health authorities


- [hAPPyMamma - Regione Toscana](#)

hAPPyMamma is an application on the birth path, promoted by the Region of Tuscany as a tool to accompany women from the beginning of pregnancy until the child's first year of life. It was created by the Management and Health Laboratory of the Sant'Anna School of Pisa, in collaboration with the regional and company representatives of the birth path and digital health.

The App is currently available for Android and iOS systems. Anyone can download it free of charge and access the information content without registering.

### 3.3 Practical exercise 5.4 Expected resolution -Italy-

The following is the way in which trainees are expected to solve the different scenarios provided as Practical Exercise 5.4 correctly with links to the Italian Public Health System:

**Activity 1:** Trainees should access the portal of the Italian Ministry of Health and access, for example, the information on the flu vaccine (e.g. [Ministero della Salute](#)).

Similarly, through the home page of the Health Ministry portal dedicated to vaccination campaign , trainees can access the web pages with information regarding the recommended vaccinations by age, category and personal condition, (e.g. the [Vaccinazioni (salute.gov.it)](#))

**Activity 2:** Trainees should seek information through the website [Dona il sangue (salute.gov.it)](#) with information, videos, and further links about blood donations. Similarly they can also compare the information they learnt by visiting the website of the main association dealing with this issue at national level [Donare il sangue - AVIS](#)

**Activity 3:** This information can be found on many different websites (e.g. for the Tuscan Region: visit the website of the Tuscan Region [Servizio Sanitario Toscana - Regione Toscana](#) and choose the area of the Local Health Agency you are interested [Ospedali (uslcentro.toscana.it)](#))

**Activity 4:** To make an appointment with a doctor, the doctor can be contacted by phone or email. The ways are described in the MIG-DHL training module XX. If the doctor is registered with a service company in the health sector, it is possible that the association has developed a service app from which a visit can be booked (e.g. Home - ASSOMEDICA)

**Activity 5:** The answer to this question is to go to make an appointment with a General Practitioner who will refer the patient to a specialist or hospital if necessary.

**Activity 6:** The answer to this question is to make an appointment with your dentist or to go to an emergency dentist. Emergency dentists are available in large cities, usually in connection with university hospitals. It is not necessary to make an appointment to see them. In small towns or rural areas, there are emergency services at weekends or at night that can be contacted via the emergency numbers.

**Activity 7:** In terms of how to get psychological help through health insurance, the process is to make an appointment with your family doctor and discuss your situation so that he or she can consider referring you to a clinical psychologist. If your family doctor considers it appropriate, he or she will refer you to a psychologist or a psychiatrist.

**Activity 8:** Pharmacies are usually identified on digital maps such as Google Maps. There are also websites like FARMACIA DI TURNO - Sito Ufficiale and apps with pharmacy location services and the designation of other health related services.

# 4. MAIN DIGITAL HEALTH TOOLS IN GREECE

## 4.1 Institutional online tools

### *4.1.1 Website of the Greek government's national health system. Ministry of Health.*
**LINK: https://www.moh.gov.gr/**

Trainees can find official information about health processes and general information about health Promotion and prevention: Information aimed at different target groups and topics: Childhood, Adolescence, Adults, Seniors, Women, Vaccinations, Tobacco, Alcohol prevention, Violence prevention, Diseases: communicable and non-communicable, Mental Health**,** Safety and Injury Prevention**,** Road Safety**,** Violence Prevention**,** Rare diseases**,** Patient safety**,** Patient and family associations**,** Health services and centres, etc.

### *4.1.2 Website of the United Nations Refugee Agency (UNHCR).*
**LINK: https://help.unhcr.org/greece/living-in-greece/access-to-healthcare/**

UNHCR website offers all available information for migrants in terms of health services they can access in emergencies, particular access to healthcare they are entitled to, how to book an appointment in a hospital, vaccination requirements, provision of medicine, and more.

### *4.1.3 Website of the Hellenic Center for Disease Control and Prevention (EODY): PHILOS*
**LINK: https://eody.gov.gr/en/philos/**

The programme "PHILOS – Emergency health response to refugee crisis" is a programme of the Greek Ministry of Health, implemented by the Hellenic Center for Disease Control and Prevention (EODY). It's a new approach of the Greek Republic to address the refugee crisis, by fulfilling the sanitary and psychosocial needs of people living in open camps. The programme is funded by the Asylum, Migration and Integration Fund (AMIF) of the EU's DG Migration and Home Affairs.

### *4.1.4 Website of the Ministry of Migration and Asylum: Migrant Integration Centers*
**LINK: https://migration.gov.gr/migration-policy/integration/draseis-koinonikis-entaxis-se-ethniko-epipedo/kentra-entaxis-metanaston/**

The website provides information about migrant integration centres. Migrant integration centres provide assistance to third country citizens about legal issues related to their legal residence in the country (e.g. residence permits, refugee card, issuing AMKA etc). They provide socio-psychological support, in particular to vulnerable groups of third country

19

nationals (e.g. women, children). They support the learning of pre-school and school-age children of migrants/beneficiaries of international protection and provide information on adult language training activities implemented in the region. Additionally, they raise awareness of the local community on issues of xenophobia, racism and trafficking in human beings. They also promote volunteering and support the participation of third-country nationals in groups, associations and intercultural organisations. Finally, they network with other CEMs and services/organisations active in the integration of third-country nationals.

### 4.1.5 World Health Organisation Website
**LINKS: https://www.who.int/**

**https://www.who.int/health-topics/refugee-and-migrant-health#tab=tab_1**

**https://www.who.int/news/item/21-05-2020-who-and-unhcr-join-forces-to-improve-health-services-for-refugees-displaced-and-stateless-people**

The WHO website provides up-to-date, international information on a wide range of health topics. It is therefore a great resource for (general) health literacy. From this website it is possible to obtain information regarding up-to-date health situation in most countries of the world, which may be of interest in case trainees want to obtain up-to-date information regarding the health situation in their home countries and/or where their family members may reside.

In countries that host many refugees and migrants, WHO country offices have been working with ministries of health and other partners in their efforts to prevent and control COVID-19. WHO is also collaborating with other UN agencies to provide interim technical guidance on scaling up outbreak readiness in humanitarian situations, including refugee camp and non-camp settings. Similar guidance has been released specifically for countries in the European and Eastern Mediterranean regions where refugee populations are large.

### 4.1.6 Intangible prescription
**LINK:** https://www.gov.gr/ipiresies/ugeia-kai-pronoia/phakelos-ugeias/aule-suntagographese

The website provides the opportunity to register to receive e-prescriptions (medication and referral examinations) by message (SMS) or e-mail (e-mail) on a mobile phone without the

need of printouts. By registering you can also receive updates via SMS or email for your medical appointments.

### 4.1.7 MyHealth app
**LINK:** https://myhealth.gov.gr/

MyHealth is the new application of the Greek Government facilitating prescription and referral for examinations.

Via the MyHealth app you can manage and view aggregated information about your prescriptions and referrals and you have instant and easy access to the history of e-prescriptions. You can also receive notifications via Push Notifications for new prescriptions and exam referrals.

### 4.1.8 Electronic Medical Appointments - eΡαντεβού
**LINK:** https://www.gov.gr/ipiresies/ugeia-kai-pronoia/phakelos-ugeias/finddoctors

Through the website of the Electronic Medical Appointments you can easily and quickly book your medical appointment in Primary Health Care structures (Health Centres, TOMY, Local Clinics). You can also cancel an appointment you have already booked, manage how you want to be informed about your appointments and see a list of all the appointments you have made in the past.

### 4.1.9 Websites for pharmacy search
**LINK:** https://eopyy.gov.gr/PharmacyList

Through this EOPYY website you can easily locate EOPYY pharmacies (not private pharmacies) close to you and get informed about working hours.

**LINK**: https://fsa-efimeries.gr/

Through this website you can locate on-duty private pharmacies and information about working hours and contact details.

### 4.1.10 Health Map
**LINK:** https://healthatlas.gov.gr/

With the Health Map anyone can easily locate all available healthcare facilities near them, they can search using a specific area, and get informed regarding health-related data.

### 4.1.11 Website of the National Blood Donation Centre (EKEA)

21

**LINK**: https://ekea.gr/

The website of EKEA provides information about blood donation and registration to the national database of blood donors. EKEA and its services aim to be the scientific / administrative body of transfusion medicine, ensuring high quality services as well as corresponding quality blood and its derivatives throughout the country. Through the website you can access training material and be informed about blood donation campaigns.

## 1.2 Non institutional online tools

### 4.2.1 CEA RED CROSS GREECE
**LINK**: **https://www.youtube.com/channel/UCAq5QYu4nh4O1dRX1XeRxgw/videos**

Red Cross Greece has released a variety of health-related videos on YouTube, addressing health issues, emergencies, children's' health, and many more health topics that directly affect refugees and migrants. The videos are offered in a number of different languages.

### 4.2.2 INTERSOS
**LINK: https://www.intersos.gr/en/**

INTERSOS Hellas is a non-governmental organisation that operates in Greece with the aim to provide equal opportunities and long-term, durable solutions to people in need. INTERSOS family has been active since 1992 and is located in 20 countries around the world.

### 4.2.3 Website of the psychological support line-10306
**LINK**: https://10306.gr/

The website offers information about the psychological support line 10306. Line 10306 operates 24/7, free of charge and anonymously. It is addressed to citizens of all genders and ages for any issue of mental health that concerns them (e.g. anxiety, family issues, mourning, panic attack). The line provides support, information and guidance, if needed, to make mental health accessible to all.

### 4.2.4 Mig-Healthcare Project Website- Minimize health inequalities and improve the integration of vulnerable migrants and refugees into local communities
**LINK: https://www.mighealthcare.eu/**

The database provides information on the physical and mental health profile of vulnerable migrants and refugees across the EU, as well as the institutional environment and available healthcare services for them.

The Mig-Healthcare Project also gives access to a roadmap and a toolbox that combine evidence from original research and other information to present concrete steps in the provision of care to migrants and refugees at a community level. This roadmap is a valuable and useful resource for a wide variety of stakeholders both at the individual as well as the organisational level, including, among others, migrants/refugees and their representative bodies.

The Mig-Healthcare Project also provides an interactive map to locate the resources for migrant health and social care available on the European territory (last update in 2020).

### *4.2.5 MEDLINEPLUS PORTAL*
**LINK: [https://medlineplus.gov/](https://medlineplus.gov/)**

MedlinePlus is a service of the National Library of Medicine (NLM), the world's largest medical library, which is part of the National Institutes of Health (NIH). The goal of this website is to provide high-quality, relevant health and wellness information that is reliable, easy to understand and free of advertising in more than 50 languages; free of charge and accessible anywhere, anytime, on any device.

## 4.3 Practical Exercise 5.4 – Expected resolution -Greece-

The following is the way in which trainees are expected to solve the different scenarios provided as Practical Exercise 5.4 correctly:

**Activity 1:** Trainees should access the portal of the (national) Ministry of Health and access the information on the flu vaccine ([https://www.moh.gov.gr/articles/health/dieythynsh-dhmosias-ygieinhs/emboliasmoi/alles-systaseis-ths-ethnikhs-epitrophs-emboliasmwn/9447-antigripikos-emboliasmos-2021-2022](https://www.moh.gov.gr/articles/health/dieythynsh-dhmosias-ygieinhs/emboliasmoi/alles-systaseis-ths-ethnikhs-epitrophs-emboliasmwn/9447-antigripikos-emboliasmos-2021-2022)).

They can also find information on the EODY website ([https://eody.gov.gr/disease/gripi-kai-epochiki-gripi/](https://eody.gov.gr/disease/gripi-kai-epochiki-gripi/)

**Activity 2:** Trainees should seek information through the website of EKEA ([https://ekea.gr/](https://ekea.gr/)).

**Activity 3:** This information can be found in the website of the Ministry of Health ([https://www.moh.gov.gr/articles/citizen/efhmeries-nosokomeiwn/68-efhmeries-nosokomeiwn-attikhs](https://www.moh.gov.gr/articles/citizen/efhmeries-nosokomeiwn/68-efhmeries-nosokomeiwn-attikhs)).

**Activity 4:** The trainees can get an appointment with the doctor through [eΡαντεβού](#) platform.

**Activity 5:** The answer to this question is to go to hospital.

**Activity 6:** The answer to this question is to make an appointment with a dentist through [eΡαντεβού](#) platform.

**Activity 7:** The answer to this question is to make an appointment with a psychiatrist through [eΡαντεβού](#) platform.

The alternative is to call the landline 10306 or find information on [10306](#) website.

**Activity 8:** They can search for private pharmacies (in the region of Attica) here: [https://fsa-efimeries.gr/](https://fsa-efimeries.gr/) or for EOPYY pharmacies here: [https://eopyy.gov.gr/PharmacyList](https://eopyy.gov.gr/PharmacyList)