

REFUGIUM Manual Versorgung/ Health Care (Englisch)

Time (Min)	Targets	Content	Methods	Media/ Materials
	Arrival	Participants write name tag (crepe tape, felt pen)		crepe tape, felt pen
5	Welcome 1 Introduction	Introduction of facilitator and participants: names, expectations of participants, what do they know about health care in Germany?	Introduction	
1	Introduce schedule	Introducing the outline 2. Presentation of the flyer 3. Legal framework 4. Health care 4.1 Exchange about the path to illness in the country of origin 4.2 Exchange about the way to disease in Germany 4.3 Treatment of a doctor's visit in the home country 4.4 Treatment of a doctor's visit in Germany 4.5 Pharmacy 5. Disease Locations & Prevention 6. Take Home Message	Input	Poster
3	2. Presentation of the flyer use, understand and apply flyer	Distributing flyers and going through outline points together	Presentation of flyer	Flyer
5	3. Legal framework Participants get the knowledge of the right to treatment	<ul style="list-style-type: none"> ✓ explain the AOK card ✓ authorization certificate/warrant ✓ Right to treatment ✓ Free treatment ✓ basic medical care ✓ Free choice of a doctor ✓ After 15 months in Germany you must choose your own health insurance, make a contract (e.g. AOK Hamburg)! 	Input	AOK-Card warrant
	AsylbLG §4 Benefits in case of illness, pregnancy and childbirth <ul style="list-style-type: none"> ✓ Acute illnesses ✓ Acute pain ✓ Treatment with medication and dressings, measures necessary for convalescence, recovery or relief ✓ Vaccination §§47, 52 Abs. 1 Satz 1 Social Welfare Law XII ✓ Vaccination covered by health insurances (see STIKO) ✓ Tooth replacement or prosthetics are only paid for if no delay is possible for medical reasons! ✓ Dental treatment only in case of pain or acute disease, and only if medically necessary 			

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		<ul style="list-style-type: none"> ✓ Expecting mothers and mothers and babies during and after birth: doctoral and midwifery support, medication, dressings, remedies ✓ First Examination and check up on arrival ✓ Child and youth examination (prevention) ✓ You do not have to pay a contribution fee to prescribed medication. 		
10	4. Health Care 4.1 Exchange about pathways to healthcare in home countries	Question: Where do people go if they are ill in the home country?	Discussion	
15	4.2 Pathways to health care in Germany	<p>Input: Where do we go in Germany when we have a health problem? Explain the Graph. regarding the red column, explain:</p> <ul style="list-style-type: none"> ✓ 112 only in the case of an emergency call: 5 questions 112 line ✓ Priority is to call the general practitioner emergency hotline (116117) or to visit the hospital yourself ✓ Emergency surgeries are free of charge 	Input	Graph on supply 
	4.3 Doctoral Visit in home country	How is a doctoral visit in home country structured?	Discussion	Diagramm, Flipchart
10	4.4 Doctoral visit in Germany	<p>How does a visit to the doctor work in Germany?</p> <ol style="list-style-type: none"> 1. Medical examination: How do I find a doctor? -The doctors' association (Kassenärztliche Vereinigung) lists doctors with language competences 2. Make an appointment in time. It can be difficult to get an appointment. This must be kept or must be cancelled in advance. 3. Important papers: - AOK (health insurance) card / treatment certificate (Template), -allergy passport, -vaccination pass, -mother's passport, -Doctor's letter, medicine overview - Children's examination booklet 4. Interpreter 5. helpful: TipDoc (diagnosis sheet) 6. The doctor may tell nobody about the treatment (confidentiality). 	Input	<p>BMG Brochure</p> <p>Tip-Doc for facilitator</p> <p>Flyer local supply Bergedorf</p>

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	Doctoral Visit Case history: Which previous illnesses did you have? What is the acute problem? Where is the pain, inflammation, injury located? Diagnostics: Physical examination; Technical examination (x-rays, ultrasound etc.) Therapy: Recommendations for behaviour which supports convalescence, like rest, sleep, nutrition, warmth, cooling, baths Medication: Requiring prescription: will be paid by health insurance. Not requiring prescription: must be paid out of pocket. Technical aid: dressings, bandages, crutches, wheelchair Physiotherapy, Occupational therapy, Speech Therapy, Psychotherapy			
5	Information on Hamburg care and counseling centers: Center for AIDS and Sexually Transmitted Diseases in Altona (CASABLANCA): Free AIDS test, anonymous, open consultation Contact and Drug Counseling (KODROBS): Addiction counseling and information in German, Russian, Spanish, with appointment also in Turkish, Kurdish, English, Italian.			
5	4.5 Pharmacy visit	Medication/drugs in Germany are only sold in pharmacies. Often drugs are only available without doctoral prescription.	Input	Flyer:
5	Knowledge about the reasons for treatment, and the importance of prevention	Using the timeline, explain the following A: Pre-existing diseases, B: diseases on the escape route, C: diseases acquired in Germany,	Input	
	<p>A. Diseases which were diagnosed in home country and need further treatment (chronic diseases like Diabetes, Hypertension, Asthma, Coronary heart diseases; or Infectious diseases like HIV, Tuberculosis, Diphtheria, Hepatitis or Trauma (war, torture, sexual violence) or chronic mental disorders. If you acquired an infection in your home country, it may take German doctors long to find them out, because here they might be rare diseases.</p> <p>B. Diseases acquired on escape route: Wounds, Injuries, Frostbite, Malnutrition, Common cold, Infectious diseases (HIV, Tuberculosis, Diphtheria, Hepatitis), Diarrhoea, Trauma (expulsion, prosecution, sexual violence)</p> <p>C. Diseases acquired in Germany, especially in refugee camps: Overcrowding (high infection risk and spread of germs, vermin), different infections from home country (like influenza), problems adjusting (nutrition, climate)</p>			
3	Take Home Message	Take Home Message: Health Care in Germany is very good. You have a right to treatment. Chose the right pathway to treatment! After 15 months you must get a health insurance.	Every person gives a feedback. Facilitator communicates Take home message	
	Farewell	Giving thanks and saying goodbye		