

1

2

3

4

5

6

7

8

9

10

11



MIG-HEALTH APPS

Mobile Health Apps for Migrants

<https://apps4health.eu/>

Module 11 - Teaching session (11.1)

Apps for Healthcare Services



Co-funded by
the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.





Partners

POLIBIENESTAR
UNIVERSITAT DE VALÈNCIA

UNIVERSITAT DE VALÈNCIA
VALENCIA, SPAIN
www.uv.es



OXFAM ITALIA INTERCULTURA
AREZZO, ITALY
www.oxfamitalia.org/

PROLEPSIS
INSTITUTE

PROLEPSIS
ATHENS, GREECE
www.prolepis.gr

IAT
Institute for Work and Technology

WESTFALISCHE HOCHSCHULE GELSENKIRCHEN,
BOCHOLT, RECKLINGHAUSEN
GELSENKIRCHEN, GERMANY
www.w-hs.de



connexions
ICT for Education and Social Impact

CONNEXIONS
ATHENS, GREECE
www.connexions.gr



RESET
CYPRUS
www.resetcy.com



media k GmbH
Bad Mergentheim, GERMANY
www.media-k.eu

coördina
Strategy and Sustainable Results

COORDINA ORGANIZACIÓN DE EMPRESAS Y
RECURSOS HUMANOS, S.L.
VALENCIA, SPAIN
coordin-a-oerh.com



AMSED
STRASBOURG, FRANCE
www.amsed.fr





Objectives

- ✓ To increase the knowledge of apps for healthcare services
- ✓ To increase knowledge on using and benefitting from apps for healthcare services in terms of access and availability
- ✓ To understand their main functionalities, advantages, and possible deficits
- ✓ To understand the implications of apps provided by public and private sources
- ✓ To motivate getting engaged with healthcare services apps
- ✓ To increase digital knowledge and language skills

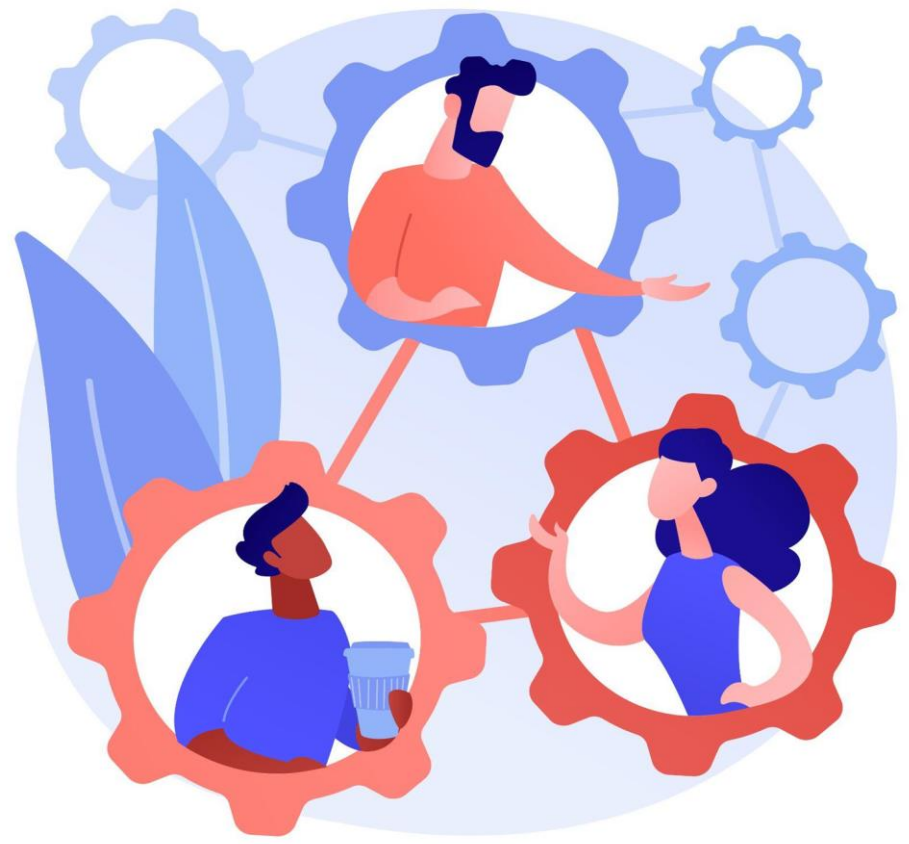


Source: Image by nuraghies on Freepik



Competences

- ✓ Participants will be equipped with the skills required to identify, assess, and benefit from healthcare services apps.
- ✓ Participants' skills will be enhanced in order to make informed decisions about app selection, utilisation, and integration into participants' everyday life.



[Image by vectorjuice on Freepik](#)



Teaching Session: Content

1. [Introduction](#)
2. [What are healthcare services?](#)
3. [What are healthcare services apps?](#)



11.1.1

Introduction

Objectives

To be introduced to:

- Healthcare services and respective apps.
- Healthcare service areas.



[Designed by Freepik](#)



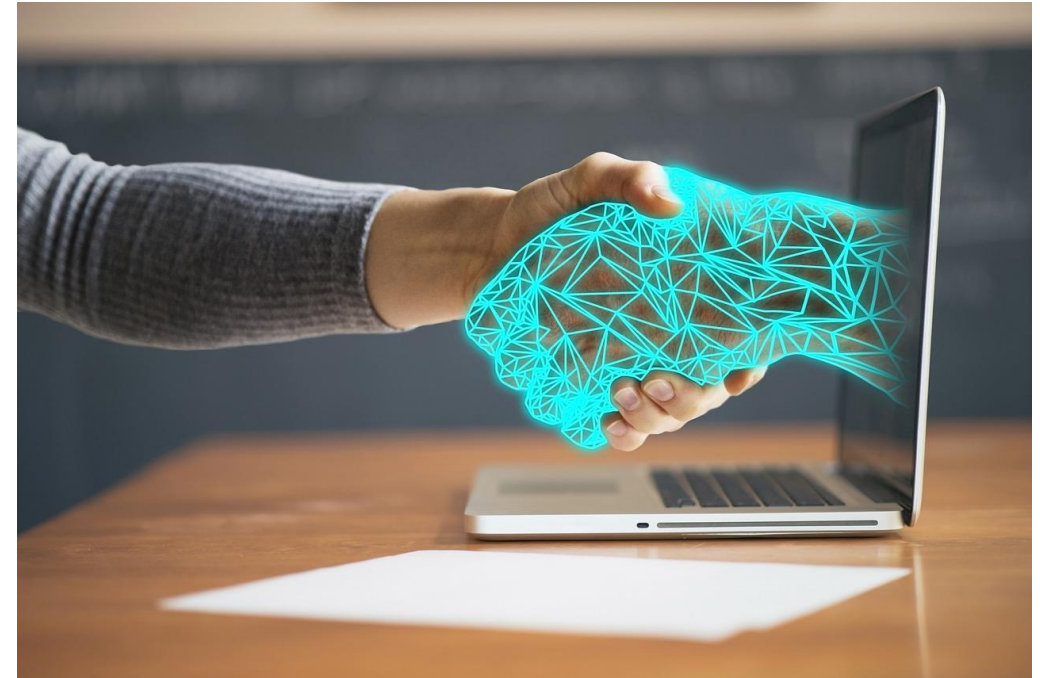
Co-funded by
the European Union

Background information – challenges for migrants

Migrants face many challenges in their healthcare needs: latent illnesses that may not have been adequately treated in their home country, the physical and psychological stress of flight, cultural and gender-specific differences in the communication of complaints and language problems are just some of them.

Not all of these can be solved in the short term, but the healthcare systems of European countries offer a wide range of support in their healthcare services.

This training is about how these can be utilised via digital applications.



Aim

This training material is part of the MIG-HEALTH APPS training scheme about apps for healthcare services.

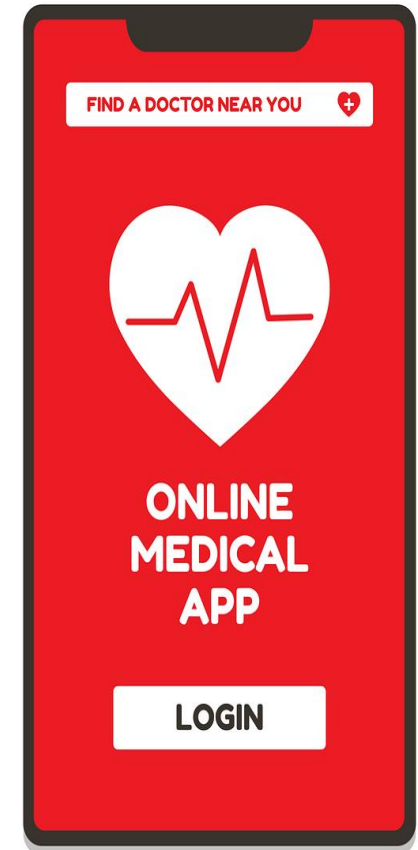
The aim is to provide learners with the knowledge and skills they need to use healthcare apps offered by public and private organisations to benefit from information and access to health-related support systems.

This course informs about corresponding facilities by presenting examples of healthcare services apps.



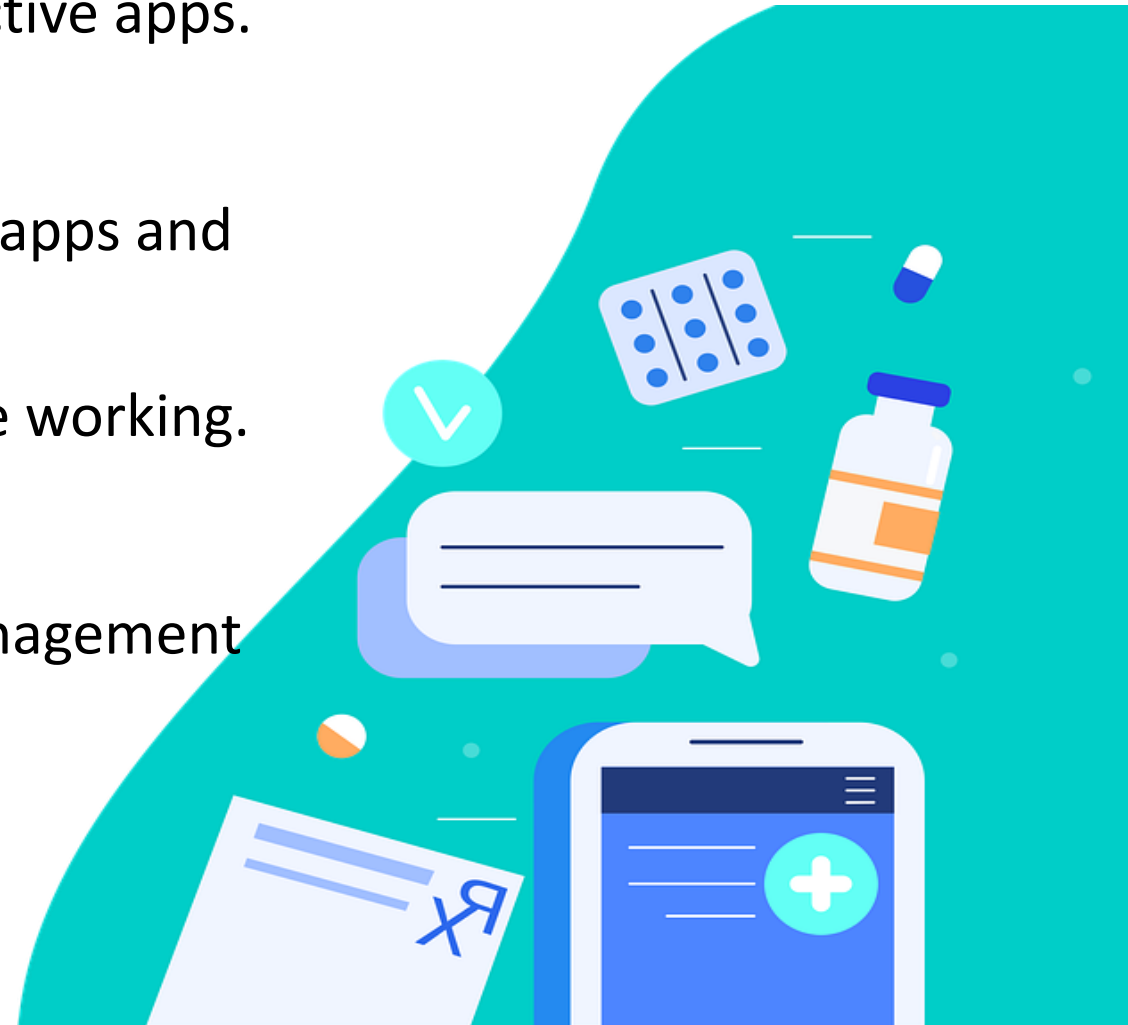
Learning outcomes

- ✓ You will know what a healthcare service is and how it can be beneficial for different situations.
- ✓ You will be able to identify the healthcare services in general and which are more relevant for different purposes.
- ✓ You will be able to identify healthcare services apps and their different backgrounds and intentions.
- ✓ You will be able to critically evaluate healthcare services apps and their use.
- ✓ You will set up a plan for using healthcare services apps for yourself, a friend or a relative.



Training content

1. Introduction to healthcare services and respective apps.
2. Introduction to main healthcare service areas.
3. Identification of public and private healthcare apps and their different ambitions.
4. How public and private healthcare services are working.
5. What are healthcare services apps?
6. How healthcare apps can support the self-management of health – examples.



Overview: What are we going to learn in this training course? (1)

- What are healthcare services?
- Why are they important?
- How are they organised?
- Who is entitled to use them?
- What are the benefits for different groups?



Overview: What are we going to learn in this training course? (2)

- What are healthcare services apps?
- In which health areas are they used?
- How can they support your health management?
- Public and private providers – what makes the difference?
- Examples of healthcare services apps





11.1.2

What are healthcare services?

Objectives

To understand:

- what are healthcare services and why they are important
- how are health care services organised
- who is entitled to use them.



[Designed by Freepik](#)

What are healthcare services? (1)

Healthcare services refer to the provision of **medical care, treatment, and support to individuals, communities, or populations** to maintain, improve, or restore health.

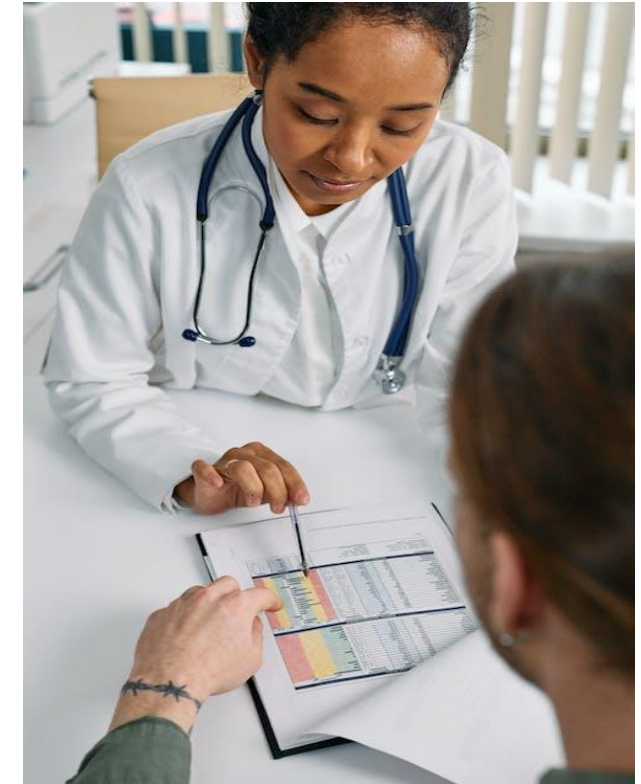
These services encompass a broad spectrum of activities aimed at promoting overall well-being and addressing health-related concerns. Healthcare services can be delivered by various healthcare professionals, including health insurance companies, specialised hospitals, doctors, therapists, and other medical specialists, e.g. caregivers of different kinds.



What are healthcare services? (2)

Some common types of healthcare services include:

- **Primary care:** Basic healthcare services provided by healthcare professionals, such as general practitioners or family physicians, who offer initial and ongoing medical care for common illnesses and preventive care.
- **Specialist care:** Specialized medical services provided by healthcare professionals with expertise in specific fields, such as cardiologists, neurologists, or oncologists, who diagnose and treat complex health conditions.



Source | [Pexels license](#)



What are healthcare services? (3)

- **Emergency care:** Immediate medical attention provided to individuals experiencing life-threatening injuries or acute health crises, often delivered in emergency rooms or urgent care centers.
- **Diagnostic services:** Medical tests and procedures, including imaging scans, laboratory tests, and screenings, used to diagnose health conditions, monitor treatment progress, and assess overall health status.



What are healthcare services? (4)

- **Preventive services:** Health interventions and screenings aimed at preventing illnesses, such as vaccinations, health counselling, and regular health check-ups, to promote healthy lifestyles and disease prevention.
- **Therapeutic services:** Medical treatments and procedures, including surgeries, medication management, physical therapy, and rehabilitation, aimed at managing and improving health conditions and facilitating recovery.



What are healthcare services? (5)

- **Long-term care:** Ongoing healthcare services provided to individuals with chronic illnesses or disabilities, including nursing home care, assisted living facilities, and home healthcare services, to support daily living activities and ensure quality of life.

The delivery of healthcare services can occur through various healthcare settings, including hospitals, nursing homes, community health centers, and telemedicine platforms. The goal of healthcare services is to ensure accessible, effective, and comprehensive care for individuals to promote better health outcomes and quality of life.



Why are healthcare services important? (1)

The primary purpose of using healthcare services is to restore and maintain one's own health, and that of children and elderly relatives. However, its use is also part of social responsibility: precisely because the healthcare system is based on the principle of solidarity and as the stronger are therefore responsible for the weaker, everyone should try to avoid costs.



Why are healthcare services important? (2)

Costs for the healthcare system can be avoided, for example,

- by attending preventive medical check-ups,
- by practicing a healthy lifestyle,
- by eating a high-quality diet and avoiding excessive tobacco and alcohol consumption.



Source | [Pixabay license](#)



Why are healthcare services important for migrants?

Access to healthcare services is not always easy for migrants due to language barriers, insufficient health literacy, lack of information about the national healthcare system, and structural barriers.

Nevertheless, it is important to make use of these services - not only in the event of illness but also for prevention and rehabilitation.





How are health care services organised in Germany?



[Source](#) | [Pixabay license](#)

How are health care services organised in Germany? (1)

In Germany, the healthcare system is largely organised through a combination of **public and private healthcare services**. It is based on the concept of health insurance that aims to guarantee all citizens including migrants access to high-quality healthcare. Here are some of the key features of the German healthcare system:

- **Health insurance:** Germany has a dual health insurance system consisting of statutory health insurance (SHI) and private health insurance (PHI). SHI is compulsory for the majority of the population, while PHI is mainly open to certain professional groups and higher income groups.



How are health care services organised in Germany? (2)

- **Medical care:** Medical care in Germany is provided by general practitioners, specialists and clinics. Patients generally have the freedom to choose their doctor and can also consult a specialist directly without first consulting a general practitioner.
- **Hospitals:** The hospital system in Germany comprises a large number of public, private and non-profit hospitals. Hospitals offer a wide range of medical services, from emergency care to specialised treatments and operations.



How are health care services organised in Germany? (3)

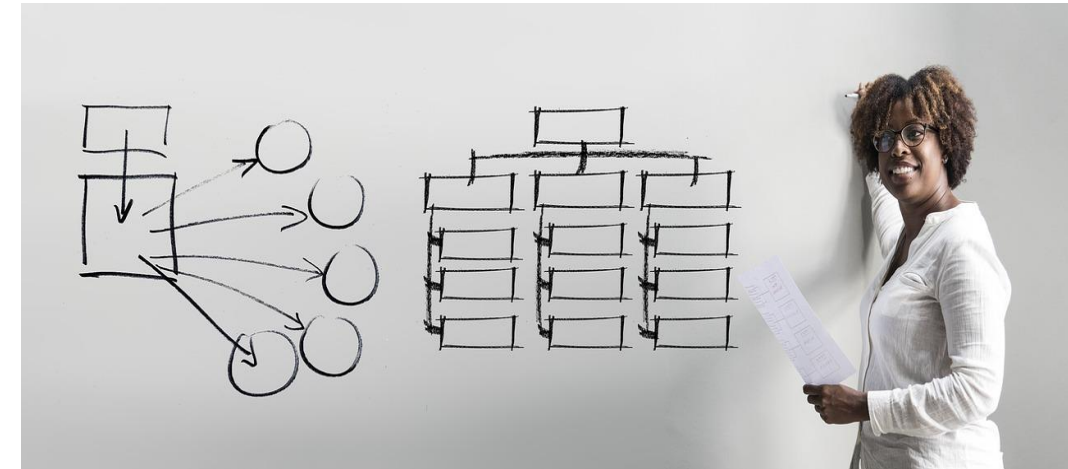
- **Long-term care:** In addition to medical care, Germany also offers various long-term care facilities and services for the elderly and people with disabilities, including nursing homes, assisted living and outpatient care.
- **Medication supply:** Medication is prescribed and dispensed by pharmacies, which offer both prescription and over-the-counter medications. The cost of medication is usually partially covered by health insurance.



How are health care services organised in Germany? (4)

The organisation of the German healthcare system is based on

- the importance of universal access to health services
- a high quality of care and
- the long-term financial sustainability of the system.



Entitlement of migrants to use health care services in Germany (1)

Healthcare for migrants is based on them having access to appropriate medical care.

- **Statutory health insurance (GKV):** People with legal residence status in Germany are generally obliged to join the statutory health insurance scheme. This gives them access to a wide range of medical services, including check-ups, treatments and medication.



Entitlement of migrants to use health care services in Germany (2)

Health advice and support: There are various non-profit organisations that offer advice and support services for migrants in relation to their health. These organisations help with navigating the healthcare system, finding interpreters and providing information on health issues.



Source | [Pexels license](#)



Entitlement of migrants to use health care services in Germany (3)

Interpreting services: To ensure that migrants can communicate effectively with healthcare providers, interpreting services are offered in many healthcare facilities. This helps to overcome language barriers and ensures that migrants receive appropriate medical information.



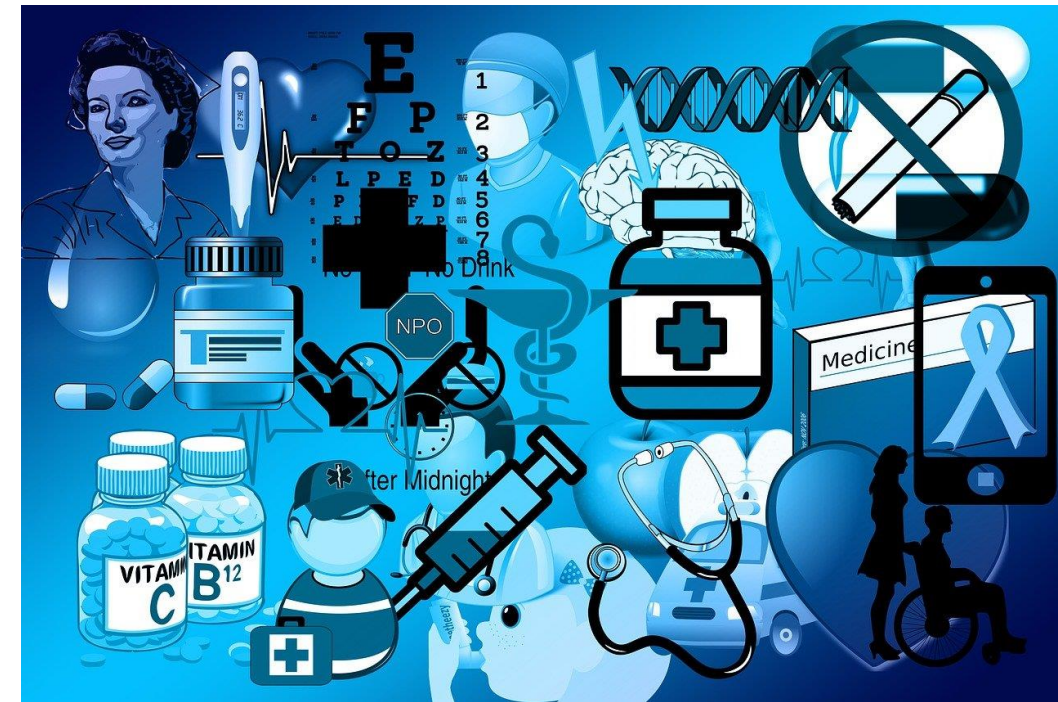
Entitlement of migrants to use health care services in Germany (4)

Culturally sensitive healthcare: Efforts are being made to make healthcare in Germany more culturally sensitive to take better account of the specific needs and cultural backgrounds of the migrant population. This includes training healthcare providers in intercultural competence and sensitivity to cultural differences.



Public and private providers of healthcare services

In Germany, healthcare services are offered by **publicly financed and privately financed providers**. In many cases, there are also facilities that are operated with mixed financing, i.e. they receive public funding, e.g. for research, and add their own share of financing.



[Source](#) | [Pixabay license](#)



Public providers of healthcare services

Public providers are, for example, federal and state institutions as well as municipal institutions, health authorities, subordinate healthcare authorities and institutions that are largely financed by public funds and taxes.

This also includes research institutions that conduct basic research or offer application-orientated research together with companies.



Private providers of healthcare services

Private providers are privately financed hospitals (often highly specialised hospitals such as pain clinics or clinics specialising in joint diseases), private care services for senior citizens and spa facilities.

They work according to the principles of cost recovery, even if they sometimes receive public subsidies.



Public or private? What does that mean for you?

Anyone who is ill or in a medical emergency is unlikely to worry about whether treatment is provided by a publicly funded or privately funded provider. He or she can assume that they will be treated.

Everyone in Germany has health insurance with a statutory right to medically necessary help. However, it may well be that services are not or not fully covered by health insurance and a private co-payment is necessary.



What are the benefits of healthcare services for different people? (1)

The German healthcare system offers support programmes for a healthy lifestyle for many groups. All health insurance providers offer these.

There may be **restrictions on the use of such services for people without clarified residence status**, but for children and the elderly it is worth enquiring with the health insurance providers. There are also many free and low-cost offers, e.g. from sports clubs or adult education centres.



What are the benefits of healthcare services for different people? (2)

Target group-specific programmes are an important contribution to improving and maintaining health, e.g.:

- Speech therapy training for children
- Fall prevention for the elderly
- Gymnastics to alleviate specific complaints
- Back strengthening for working people.

Such programmes are also offered via apps, many of which are provided free of charge by health insurance companies and healthcare facilities.



[Source](#) | [Pixabay license](#)





How are health care services organised in Spain?



[Source](#) | [Pixabay license](#)



Co-funded by
the European Union

How are health care services organised in Spain (1)

Spain's National Health System (SNS) is based on the principles of **universality, free access, equity** and **fairness of financing**. This means it is primarily financed through general taxation and provides universal coverage of a comprehensive benefits package to its **residents** – including **citizens** and **documented and undocumented migrants**.

A decentralised system. The central Ministry of Health is responsible for national health planning and regulation. However, the most relevant authorities regarding health care systems are the 17 'autonomous communities' in which Spain is divided. They are in charge of regional operational planning, resource allocation, purchasing, and provision decisions.



How are health care services organised in Spain? (2)

- Public – private services. Health services are delivered by a mix of public and private providers, with primary care doctors playing a gatekeeping role to specialist and hospital care.
- A two-level system. The first-level health services -primary care- are easily accessible and capable of fully tackling the most common illnesses. Primary care services are provided at medical centres staffed by teams of family doctors, pediatricians, nurses, social workers, midwives, physiotherapists, and pharmacists.
- The second level -specialist care- is offered at hospitals and specialised clinics. It is focused on the most complex health cases or illnesses.



How are health care services organised in Spain? (3)

- **Long-term care.** Besides medical care, Spain also offers several long-term care facilities and services for the elderly and people with disabilities, including nursing homes, assisted living and outpatient care.
- **Medication supply.** Pharmacies in Spain play a crucial role in providing medications, both prescription and over-the-counter. Health insurance typically contributes to the cost of medications, covering a portion of the expenses.



Who is entitled to use health care services in Spain? (1)

- SNS is based on universality. Therefore, health care services in Spain cover **all residents**, including **citizens** and **documented migrants**.
- **Undocumented migrants** will also be covered in cases of emergency care for a serious illness or accident; or pregnancy, birth, and postpartum care.
- In all cases, **foreign nationals under 18 years** old will receive healthcare under the same conditions as Spanish nationals.



Who is entitled to use health care services in Spain? (2)

- **Private healthcare options** are also available for those who prefer or can afford private medical treatment, often through private health insurance or out-of-pocket payments.
- Both public and private healthcare providers offer **excellent services** in terms of quality and efficacy in Spain.



What are the benefits of healthcare services for different people? (1)

- The Spanish Health Care System offers specific services for different people, depending on their needs
- **Centres for the elderly.**
 - Care homes.
 - Social welfare centres
- **Centres for people with disabilities.**
 - Care centres for people with physical disabilities
 - Rehabilitation centres for people with physical disabilities



What are the benefits of healthcare services for different people? (2)

Services for children and young people

- Promotion of healthy habits and sports.
- Awareness campaign on the risks of alcohol and smoking.
- Prevention campaigns regarding reproductive and sexual health.
- Promotion of mental health programmes.

Services for women

- Specialised pregnancy, birth and postpartum care.
- Promotion of reproductive health awareness.





How are health care services organised in Italy?



[Source](#) | [Pixabay license](#)

How are health care services organised in Italy? (1)

In December 1978, Italy created a national, universal health-care system, called the *Servizio Sanitario Nazionale*, or simply SSN. The SSN automatically covers all Italian citizens and legal foreign residents. It provides a full range of healthcare services with a free choice of providers. The service is free of charge at the point of service and is guided by the principles of universal coverage, solidarity, human dignity, and health.

Since 1998, undocumented migrants have had access to urgent and essential services. Temporary visitors are responsible for the costs of any health services they receive.

Access links:

<https://www.internationalinsurance.com/health/systems/italy.php>

<https://www.commonwealthfund.org/international-health-policy-center/countries/italy>

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC10230335/>



How are health care services organised in Italy? (2)

The Italian SSN is also characterised by a form of co-payment, called 'ticket', through which citizens contribute to the cost of specific services they receive.

Health insurance: Since the SSN does not allow people to opt out of the system and seek only private care, substitutive insurance does not exist. But complementary and supplementary private health insurance play an increasingly important role in the health system.



How are health care services organised in Italy? (3)

The central government channels general tax revenues for publicly financed health care, defines the benefit package (known as the *livelli essenziali di assistenza*, 'essential levels of care') and exercises overall stewardship.

The organization and delivery of health services is **decentralized**. Italy's nineteen **regions** and two **autonomous provinces** are responsible for delivering care through 100 **local health units**, which deliver primary care, hospital care, outpatient specialist care, public health care, and health services related to social care.



[Source](#) | [Pixabay license](#)



How are health care services organised in Italy? (4)

Regions enjoy significant autonomy in determining the macro structure of their health systems. The local health units each have a general manager, who is appointed by the regional governor.

This regional structure also means that healthcare facilities may vary, in terms of quality, between the different regions of Italy.

Additional information:

<https://www.commonwealthfund.org/international-health-policy-center/countries/italy>

<https://www.internationalinsurance.com/health/systems/italy.php>



Source | [Freepik license](#)



How are health care services organised in Italy? (5)

- **Medical care:** Medical care in Italy is provided by general practitioners, specialists and clinics. Patients generally have the freedom to choose their doctor and can also consult a specialist directly without first consulting a general practitioner.
- **Hospitals:** The hospital system in Italy comprises a large number of public, private and non-profit hospitals. Hospitals offer a wide range of medical services, from emergency care to specialised treatments and operations.



How are health care services organised in Italy? (5)

- **Long-term care:** Italy also offers various long-term care facilities and services for the elderly and people with disabilities, including nursing homes, assisted living and outpatient care. Patients with long-term care needs though receive predominantly home care.
- **Medication supply:** Medication is prescribed by GPs and dispensed by pharmacies, which offer both prescription and over-the-counter medications. The cost of medication is partially covered by the National Health System for “Class A” drugs.

Read more:

- <https://www.salute.gov.it/portale/essenzi/dettagliContenutiEssenzi.jsp?lingua=italiano&id=4674&rea=essenzi&menu=vuoto>



Entitlement of migrants to use health care services in Italy (1)

Healthcare for migrants is based on their residence status in the country.

- **Signing up to the Servizio Sanitario Nazionale (SSN):** Signing up to the SSN is a fundamental requirement for being able to make use of its healthcare services. Registration with the SSN has the same duration as the residence permit. In order to renew registration with the SSN an application for residency renewal must be presented to the health board.



Entitlement of migrants to use health care services in Italy (2)

Non-EU citizens who are not legally resident and who are destitute, are entitled to basic health care and can apply for an **STP card**.

Read more:

<https://ec.europa.eu/social/main.jsp?catId=1116&langId=en&intPagId=4619>

<https://www.pratomigranti.it/en/vivere/salute/iscrizione-ssn/pagina133.html>

<https://www.salute.gov.it/portale/assistenzaSanitaria/dettaglioContenutiAssistenzaSanitaria.jsp?lingua=italiano&id=1764&area=Assistenza%20sanitaria&menu=vuoto&tab=2>



Source | [Freepik license](#)



Additional health care services for migrants in Italy (1)

Health advice and support: There are various non-profit organisations that offer **advice and support services for migrants** in relation to their health. These organisations help with navigating the healthcare system, finding interpreters and providing information on health issues.



Source | [Pexels license](#)



Additional health care services for migrants in Italy (2)

- **Linguistic and cultural mediation services:**
To ensure that migrants can communicate effectively with healthcare providers, linguistic and cultural mediation services are offered in some public healthcare facilities. This helps overcoming language barriers and ensures that migrants receive appropriate medical information.



Who is entitled to use health care services in Italy?

- **Culturally sensitive healthcare:** Efforts are being made to make healthcare in Italy more culturally sensitive to take better account of the specific needs and cultural backgrounds of the migrant population. In this respect linguistic and cultural mediation services and intercultural training for health professionals are contributing to creating a more culturally sensitive environment, even if much still needs to be done.

Read more:

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9686168/>



Public or private? What does that mean for you?

The SSN covers all legal residents in Italy and grants access to urgent and essential services also to undocumented migrants. People who are not enrolled in the SSN will have to pay in full for the cost of the healthcare they receive.

SSN subscribers receiving public healthcare, even through agreed-upon private providers, might have to pay a fee (ticket) depending on their income. For fully private healthcare, on the contrary, the patient pays the full (expensive) price.



What are the benefits of healthcare services for different people?

The registration with the Servizio Sanitario Nazionale (SSN) is **free of charge**. Foreigners regularly registered with the SSN are entitled, like Italian citizens, to exemptions from the ticket, depending on their income, employment situation or specific condition (e.g. pregnancy or specific diseases).

Low-income or unemployed people may be eligible for the E2 exemption code (for unemployed Ukrainians holding a residence permit X22).

Asylum-seekers are also eligible for an exemption.

Read more:

<https://italy.refugee.info/en-us/articles/5388954753175>





How are health care services organised in Greece?



[Source](#) | [Pixabay license](#)

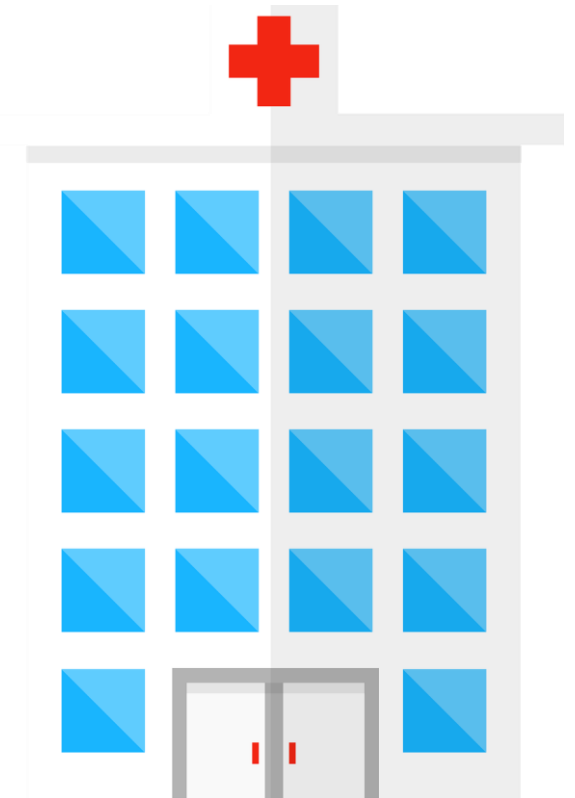
What are healthcare services in Greece?

The health care system in Greece is a mixed type system involving:

- National health insurance (EFKA-EOPYY)
- Public Healthcare System
- Private Healthcare System

A comprehensive description of the health care system can be found here:

https://ec.europa.eu/health/system/files/2017-12/chp_gr_greece_0.pdf (in Greek)



National health insurance

The responsible institute for Greek National Health Insurance is [EFKA](#)

- Health insurance addresses to working force and their family members
- AMKA: **social security** individual unique number
- or PAAYPE: **temporary social security number for asylum seekers** (which also allows them to work).



[Source | Freepik license](#)



How are they organised?

EOPPY is the provider of the Public Healthcare system. Under EOPPY's umbrella are:

- National Hospitals (National Healthcare System-ESY)
- Health Centers
- Local Healthcare Units (TOMY)
- EOPYY-contracted freelance physicians



How is the Greek public health care system accessed?

Access to the public health care system is **FREE**

- For: Anyone owning AMKA/PAAYPA number can access the public health care system (regardless their social security status)
- When: upon arrangement of an appointment
or
- When: upon visiting Emergency Departments (in case of an emergency even without having a social security number)



Source | [Pixabay license](#)



Who is entitled to use them?

- Everyone who is granted international protection status has access to public health care.
- Article 55 of the IPA, introduced a new a Foreigner's Temporary Insurance and Health Coverage Number (PAAYPE), replacing the previous Social Security Number (AMKA).
- PAAYPE is to be issued to asylum seekers together with their asylum seeker's card. The PAAYPE is deactivated if the applicant loses the right to remain on the territory.
- Health care for those issuing a PAAYPE includes:
 - a. clinical and medical examinations in public hospitals, health centers or regional medical centers
 - b. medication provided on prescription
 - c. hospital assistance in public hospitals, hospitalization at a class C room



[Source | Freepik license](#)



Health care for migrants, refugees and asylum seekers

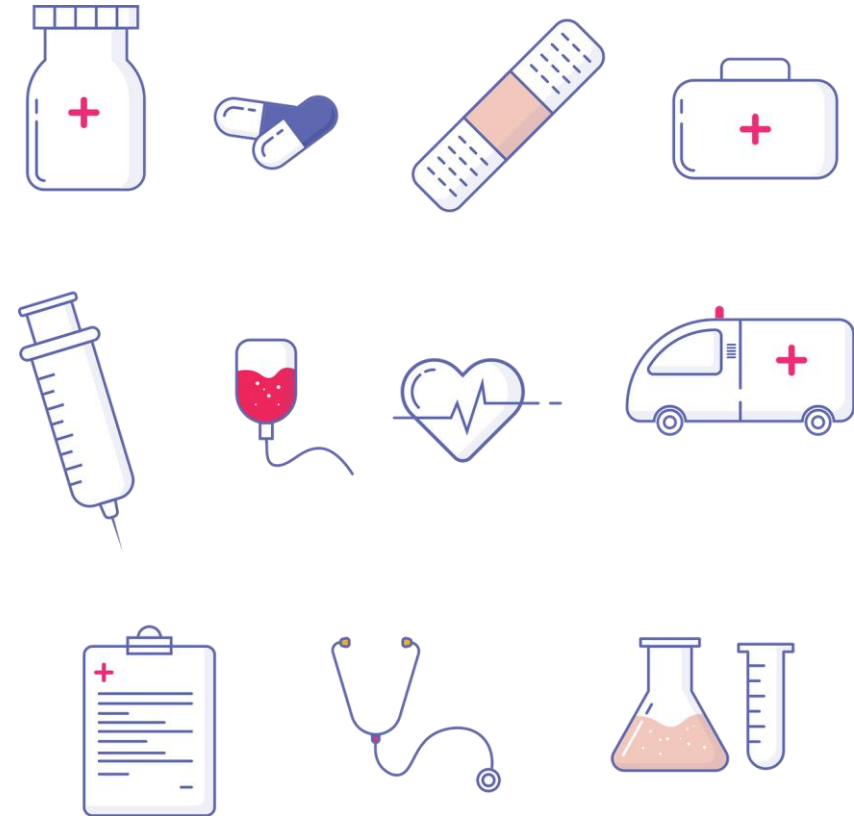
- Regarding people who are not asylum seekers and they have not granted international protection, the Article 33 of Law 4368/2016 provides free access to public health services to persons without social insurance and with vulnerabilities (pregnant, children, chronically disabled, mentally ill), who are entitled to the **Foreigners' Health Care Card (KYPA)**.
- In all cases, **emergency** aid shall be provided to applicants free of charge.
- A number of **Nongovernmental organizations (NGOs)** and municipality organisations are also involved in the provision of direct health care to migrants/refugees (e.g. health services are offered by Doctors without Borders, Doctors of the World).

All people , regardless of legal status and documentation, still have the right to access the **Emergency Departments**



What are the benefits for different groups?

- Healthcare services in the field of preventive medicine for health promotion and prevention
- Clinical examinations, screening, provision of medicine/treatment
- Dental healthcare
- Provision of non-hospital medical treatment for chronic diseases
- Rehabilitation services, such as physiotherapy, logotherapy, ergotherapy, psychotherapy and special education
- Medical transport via floating, aerial or motor vehicles of EKAV
- Provision of medicinal products in certain cases
- Inclusion in dialysis treatment for late-stage nephropathy patients





How are health care services organised in Cyprus?



[Source](#) | [Pixabay license](#)

How are health care services organised in Cyprus? (1)

- **Medical care:** Healthcare services in Cyprus are delivered by general practitioners, specialists, and clinics. Patients typically enjoy the liberty to select their physician and can directly seek advice from a specialist without the need for an initial consultation with a general practitioner.
- **Hospitals:** Cyprus's hospital network encompasses numerous public, private, and non-profit establishments. These hospitals provide an extensive array of healthcare services, spanning from emergency care to specialized treatments and surgeries.



How are health care services organised in Cyprus? (2)

- **Medication supply:** Pharmacies in Cyprus are responsible for prescribing and providing medications, including both prescription and over-the-counter drugs. Health insurance typically subsidises a portion of the medication expenses.



Who is entitled to use health care services in Cyprus?

- In Cyprus, citizens, permanent residents, legal residents, and European Union citizens with an European Health Insurance Card (EHIC) are entitled to use healthcare services. Access is primarily through the public healthcare system, with private options available.



What are the benefits of healthcare services for different people?

- Citizens and permanent residents: Access to healthcare services through the public system, partially funded by government funds and social insurance contributions.
- Legal residents: Similar access to healthcare services as citizens, depending on their residency status and contributions to the social insurance system.
- EU citizens with an EHIC: Entitled to emergency healthcare services during their stay in Cyprus.
- Private healthcare options: Available for those who prefer or can afford private medical treatment, often through private health insurance or out-of-pocket payments.



Health care for migrants, refugees and asylum seekers in Cyprus

- Asylum seekers, refugees and migrants without adequate resources are entitled to free medical care in public medical institutions, covering at a minimum emergency health care and essential treatment of illnesses and serious mental disorders **(Article 9Γ(1)(a) Refugee Law.)**
- In November 2020, the Cypriot Ministry of Health granted free access to hospitals for all asylum seekers, regardless of whether they received MRC (Material Reception Conditions), and since May 2022, asylum seekers during the first year after the application for asylum can access public health institutions just with their Confirmation Letter.





How are health care services organised in France?



[Source](#) | [Pixabay license](#)



Co-funded by
the European Union

Health services organisation in France (1)

The French healthcare system is based on multiple structures:

- sanitary for hospital treatment
- ambulatory care for outpatient treatment
- medico-social services for vulnerable groups (the elderly, disabled, etc.)

It is organised at the :

- national level, by the government via the Minister of Health, who draws up national health policy (public health and organisation of health systems)
- regionally level by the Regional Health Agencies (ARS), which define and implement regional health policy



Health services organisation in France (2)

In France, there are :

- **Self-employed health professionals** working as general practitioners or specialists, nurses, physiotherapists, pharmacists, etc. Patients are free to choose their preferred doctor.
- **Public and private hospitals** play an essential role in the French healthcare system. Public hospitals are state-funded and offer free or low-cost care, while private hospitals are financed by private insurance or private funds (private for-profit sector). Some private not-for-profit hospitals may participate in the public hospital service (PSPH) under contract with the State.



Health services organisation in France (3)

Emergency medical assistance is organised jointly by the private and hospital sectors, and patients can go to **hospital emergency departments**.

The French healthcare system is recognised for offering quality care to the entire population, thanks to easy access to **primary and specialist care**.

It also includes **prevention and health promotion measures**, such as vaccination, screening for certain diseases and raising awareness of health-promoting behaviour. These actions help to improve the health of the population and reduce the risk of disease.



Health services organisation in France (4)

There is a **coordinated care pathway** that encourages patients to consult their GP first, who plays a central role in coordinating care and referring them to specialists if necessary. The aim of this system is to guarantee comprehensive care tailored to each patient, while also rationalising healthcare expenditure.

Apart from a few exceptions, the preferred doctor must be consulted as a matter of priority before visiting a specialist, otherwise the user will receive less reimbursement from the Assurance Maladie.

The French healthcare system is **regularly evaluated and reformed** to ensure its sustainability and effectiveness. Healthcare professionals are **subject to quality and safety standards**, ensuring a high level of care for patients.



Health services organisation in France (5)

The French healthcare system is mainly funded by the **Assurance Maladie** system, which is financed by social security contributions paid by employers, employees and the self-employed.

The State also contributes through the taxes collected, in particular by the URSSAF (Unions de Recouvrement des cotisations de Sécurité Sociale et d'Allocations Familiales /"Social Security and Family Allowances Contribution Collection Units").

There are also supplementary health insurance schemes that cover some of the costs not covered by the national health insurance system.



Health services organisation in France (6)

Who has the right to use them?

- The French healthcare system is based on the **principle of solidarity, aimed at ensuring access to healthcare for all citizens**, whatever their age, financial situation or state of health.
- In France, although illegal immigrants are excluded from the social security system and cannot benefit from health insurance, they can, subject to certain conditions, particularly residence, apply for State Medical Aid (AME) or be admitted to Health Care Access Centres (PASS).



Health services organisation in France (7) - Who has the right to use them?

- The fight against social exclusion and the care of foreign nationals and migrants is organised between health establishments, professionals, and institutions competent in the field, as well as associations working in the field of integration and the fight against exclusion and discrimination.
- **The Assurance Maladie reimburses** a portion of medical expenses, drugs and paramedical care, which limits the financial burden on patients. Supplementary mutual insurance companies can also cover part of the remaining costs, offering more extensive health coverage.



Health services organisation in France - benefits for different groups of people

- There are a number of different preventive-health measures that **address environmental and behavioural determinants of health, covering the different stages of life** with their own specific features, from pre-conception to preserving the independence of the elderly.
- The "National Public Health Plan" is an interministerial project aimed at improving the health of the population and is part of the National Health Strategy. A number of priority themes have been identified, and initiatives are rolled out on an annual basis: health through diet, information campaigns on alcohol, tobacco, vaccination, cancer screening, obesity, physical activity, and sport, etc.
- The actions carried out are aimed at target audiences, are free of charge and are offered by various organisations (Assurance Maladie, Caisses complémentaires de Santé, Mairies, associations, Centres Sociaux Culturels, etc.).





Activity: Awareness of different types of healthcare services

- The learners are asked if they are aware of different types of healthcare services and if they belong to a certain groups
- They should also tell why they trust them and where they see a personal benefit.
- They should find out if the service is provided by a public or a private provider and reflect what kind of interests are behind it.



Source | [Pexels license](#)





11.1.3

Types of health care services apps

Objectives

To understand

- what healthcare services apps are
- when they are beneficially used
- their advantages/disadvantages and limitations.



[Designed by Freepik](#)

What are healthcare services apps?

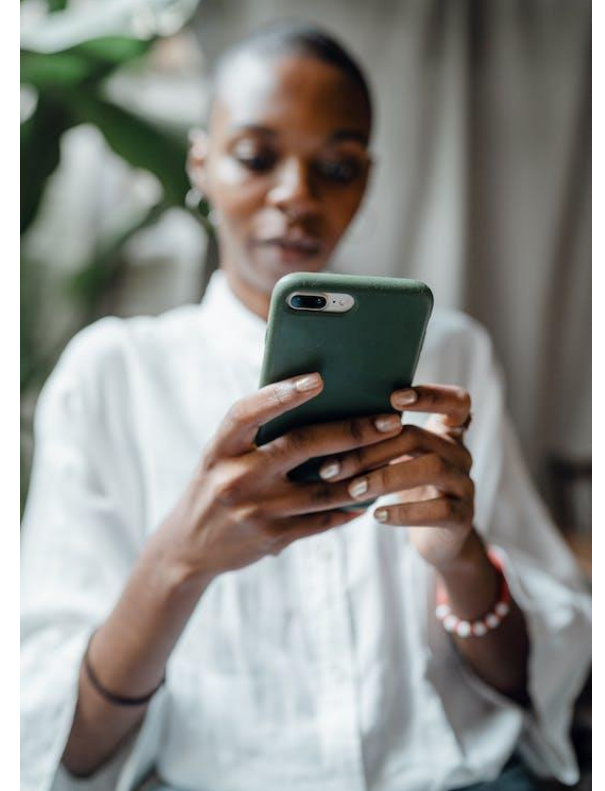
Healthcare services apps refer to **digital applications** that provide a wide range of healthcare-related services and functionalities to users, often accessible through smartphones, tablets, or other digital devices. These apps aim to improve **access to healthcare services**, enhance the delivery of medical care, and facilitate efficient communication between patients and healthcare providers.



What are healthcare services apps?

Some common types of healthcare services apps include:

- **Telemedicine apps:** These apps enable users to connect with healthcare professionals virtually, facilitating remote consultations, diagnoses, and treatment recommendations without the need for in-person visits.
- **Appointment scheduling apps:** These apps allow users to schedule, manage, and track their appointments with healthcare providers, streamlining the process and reducing wait times.
- **Prescription management apps:** These apps help users manage their prescriptions by providing features such as medication reminders, refill notifications, and dosage tracking, promoting medication adherence and safety.

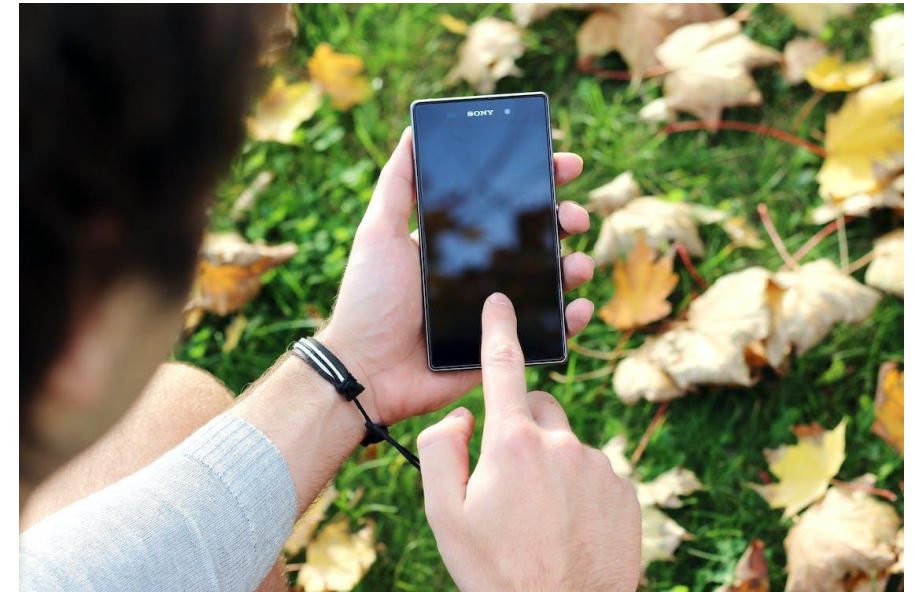


Source | [Pexels license](#)



What are healthcare services apps?

- **Health record management apps:** These apps enable users to access, organize, and manage their medical records and health information securely, facilitating easy retrieval and sharing of essential health data with healthcare providers.
- **Wellness and preventive care apps:** These apps provide users with tools and resources for maintaining a healthy lifestyle, including fitness tracking, diet monitoring, and health education, promoting preventive healthcare practices.



What are healthcare services apps?

- **Chronic disease management apps:** These apps offer support and tools for individuals managing chronic health conditions, providing resources for monitoring symptoms, tracking progress, and accessing educational materials for disease management.
- **Remote patient monitoring apps:** These apps facilitate the monitoring of patients' health status and vital signs remotely, allowing healthcare providers to track and manage patients' health conditions outside of traditional healthcare settings.



Source | [Pexels license](#)



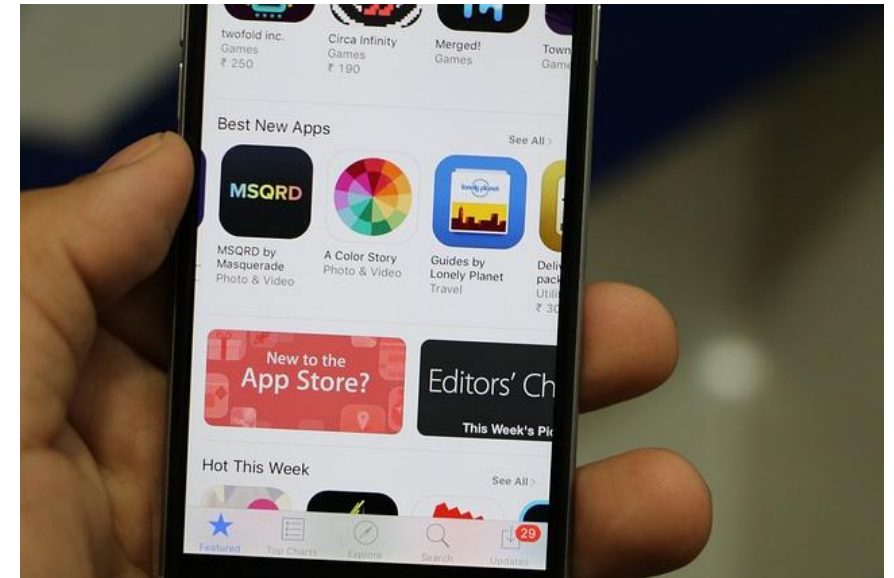
What are healthcare services apps?

Healthcare services apps play a crucial role in expanding **access to healthcare, improving patient engagement, and enhancing the overall healthcare experience for users.** It is essential for these apps to comply with relevant regulations, prioritise data security and privacy, and maintain high standards of usability and reliability to ensure effective and safe delivery of healthcare services.



When are healthcare services apps beneficially used?

Healthcare services apps are useful tools for managing your own health or for relatives in need of help. They are used to organise recurring processes and create links between your own health requirements and the healthcare system. They offer prepared information that can be very time-consuming to research.



What are the limitations for using healthcare services apps? When should they not be used?

Please be aware: No healthcare service app can replace a doctor or medical treatment! When in doubt, it is always better to seek help directly at a medical facility.

Healthcare services apps give you access to services and, of course, they also serve to connect you to facilities and providers. You can trust an app from your health insurance company and it is usually possible to establish direct contact if you need specific information. Such hotlines are available with voice functions and even with integrated translation tools.



Free health services apps and payment apps – what are the advantages and disadvantages?

Public bodies such as health authorities as well as health insurance companies develop and support apps for health services. These are usually free of charge.

However, a free app is by no means a guarantee of a neutral offer, especially if recommendations for products and services are made via the app. There may be tangible commercial interests behind such recommendations.



Meine AOK

AOK – Die Gesundheitskasse

4,5 ★



Free health services apps and payment apps – what are the advantages and disadvantages?

A paid app can certainly be justified, e.g. if it is backed up with complex calculations, if it is research-based, or if the content requires extensive updates.

The costs for some apps are covered by health insurance companies and they can even be prescribed by a doctor.

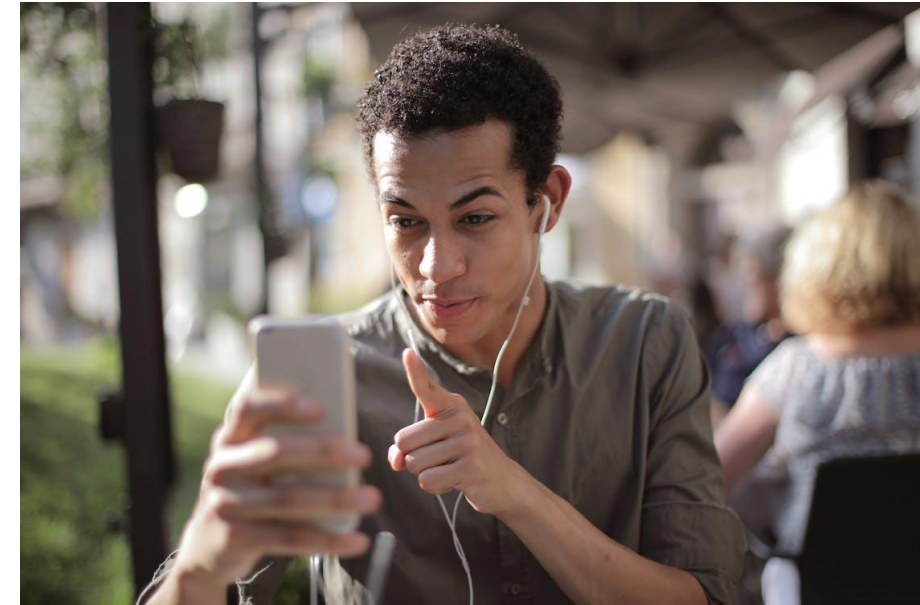
Your doctor knows which free and paid apps can be trusted.



Which are the healthcare sectors they are mainly used for?

Healthcare service apps usually provide condensed information about health services and processes in order to claim them. They present the range of services offered by a health insurance company, for example, and allow access to personal health data. They offer access to special medicines and therapies or support the management of medical findings and appointments.

However, they can also have certain functions, as we have experienced during the COVID-19 period: An app was developed to slow down the spread of COVID-19. It warned users if they had come into contact with an infected person and gave instructions on how to proceed.



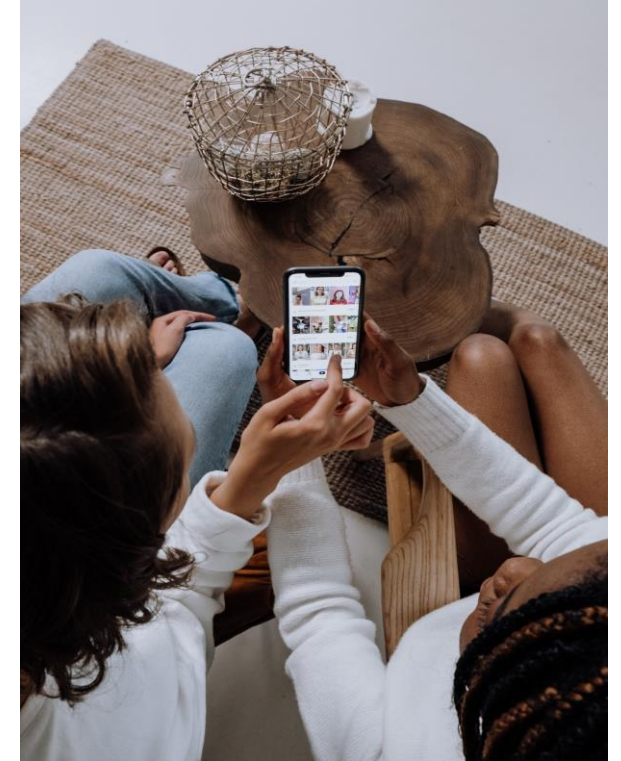
Source | [Pexels license](#)





Activity: Experiences with healthcare services apps

- The learners are asked to present the healthcare service apps they are using and explain their experiences.
- They should also tell why they trust them and where they see a personal benefit.
- They should find out if the app is provided by a public or a private provider and reflect what kind of interests are behind it.



Source | [Pexels license](#)



Evaluation Questionnaire

The content of the module was stimulating and interesting *(1 minimum, 5 maximum)*

1	2	3	4	5
---	---	---	---	---

The content of the module was clear, understandable and easy to follow *(1 minimum, 5 maximum)*

1	2	3	4	5
---	---	---	---	---

The trainer was well prepared *(1 minimum, 5 maximum)*

1	2	3	4	5
---	---	---	---	---



Evaluation Questionnaire

I am satisfied with the module overall *(1 minimum, 5 maximum)*

The module enhanced my knowledge of the subject matter *(1 minimum, 5 maximum)*

1

2

3

4

5

I would recommend this module to others *(1 minimum, 5 maximum)*

1

2

3

4

5



References and Further Readings in English

- European Parliament, Directorate General for Internal Policy: Research for CULT–Committee. Why Cultural Work with Refugees (2017). Retrieved 8.11.23 from: [http://www.europarl.europa.eu/RegData/etudes/IDAN/2017/602004/IPOL_IDA\(2017\)602004_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/IDAN/2017/602004/IPOL_IDA(2017)602004_EN.pdf)
- NSW Refugee Health Service and STARTTS (NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors). 2014. Working with refugees: a guide for social workers. Retrieved 9.11.23 from: <https://www.startts.org.au/media/Resource-Working-with-Refugees-Social-Worker-Guide.pdf>
- P.J. Shannon, E. Wieling, J.Simmelink-McCleary, E. Becher. 30 Oct 2014. Beyond Stigma: Barriers to Discussing Mental Health in Refugee Populations. Journal of Loss and Trauma International Perspectives on Stress & Coping, Taylor and Francis Online.
- UNHCR. 2015. Culture, Context and the Mental Health and Psychosocial Wellbeing of Syrians. A Review for Mental Health and Psychosocial Support staff Working with Syrians Affected by Armed Conflict. Retrieved 9.11.23 from: <https://www.unhcr.org/55f6b90f9.pdf>
- UNHCR, IOM, MHPSS. 2015. Mental Health and Psychosocial Support for Refugees, Asylum Seekers and Migrants on the Move in Europe. A multi-agency guidance note. Retrieved 10.11.23 from: <http://www.euro.who.int/en/health-topics/health-determinants/migration-and-health/publications/2016/mental-health-and-psychosocial-support-for-refugees,-asylum-seekers-and-migrants-on-the-move-in-europe.-a-multi-agency-guidance-note-2015>



References and Further Readings in English

- International Citizens Insurance. Healthcare System in Italy – Servizio Sanitario Nazionale. Retrieved 23.02.24 from: <https://www.internationalinsurance.com/health/systems/italy.php>
- The Commonwealth Fund. International Health Care Systems Profiles, Italy. Retrieved 23.02.24 from: <https://www.commonwealthfund.org/international-health-policy-center/countries/italy>
- E. Maietti, F. Sanmarchi, F. Toth, C. de Pietro, M.P. Fantini, D. Golinelli. 29 May 2023. Changes in private health service utilisation and access to the Italian National Health Service between 2006 and 2019: a cross-sectional comparative study. National Library of Medicine. Retrieved 23.02.24 from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC10230335/>
- European Commission. Employment, Social Affairs and Inclusion. Italy – Health services. Retrieved 23.02.24 from: <https://ec.europa.eu/social/main.jsp?catId=1116&langId=en&intPageId=4619>
- Azienda USL Toscana Centro. 2024. Guida all'accesso ai servizi sanitari - Health Services - Servicios Sanitarios - Shërbimi Shëndetësor - 医疗服务
শাখাগুল া صحت کی خدمات خدمات صحية. Retrieved 13.03.24 from: <https://www.uslcentro.toscana.it/index.php/altri-servizi/assistenza-italiani-all-estero-e-stranieri-in-italia/34976-progetto-eulim-modalita-di-accesso-ai-servizi-sanitari>
- E. Vitale, R. Lupo, A. Calabrò, F. Ilari, A. Lezzi, S. Zacchino, S. Vergori, G. Chetta, S. Latina, A. Benedetto, P. Lezzi, L. Conte. 26 October 2022. Transcultural health: attitudes, perceptions, knowledge of Italian nurses. An observational study. National Library of Medicine. Retrieved 23.02.24 from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9686168/>
- Refugee.info Italy. Your right to public healthcare. 12.06.2023. Retrieved 23.02.24 from: <https://italy.refugee.info/en-us/articles/5388954753175>



References and Further Readings in Spanish

- Doctoralia. 2019. App information on Google Play. Retrieved 12.03.2024 from: <https://play.google.com/store/apps/details?id=es.doctoralia&hl=es>
- European Observatory on Health Systems and Policies. 2018. *Spain Health system review*. On Health Systems in Transition, 20 (2). Retrieved 12.03.23 from: <https://iris.who.int/bitstream/handle/10665/330195/HiT-20-2-2018-eng.pdf?sequence=11>
- Generalitat Valenciana. 2023. APP GVA + Salut. Guía Rápida. Retrieved 12.03.24 from: https://www.san.gva.es/documents/d/app-gva-mes-salut/guia_app_gva_salut_v7_cas-pdf
- Health Information Institute. 2009. National Health System Electronic Health Records. Retrieved 12.03.24 from: https://www.sanidad.gob.es/organizacion/sns/planCalidadSNS/docs/HCDSNS_Castellano.pdf
- La Moncloa. 2023. Health in Spain. Retrieved 12.03.24 from: <https://www.lamoncloa.gob.es/lang/en/espana/stpv/spaintoday2015/health/Paginas/index.aspx>
- Ministerio de Sanidad. 2008. The National Health System. Retrieved 12.03.2023 from: https://www.sanidad.gob.es/en/organizacion/sns/docs/Spanish_National_Health_System.pdf



References and Further Readings in German

- Das Robert Koch Institut (Berlin) bietet einen guten Überblick über Publikationen zum Thema "Migration und Gesundheit": https://www.rki.de/DE/Content/Gesundheitsmonitoring/Themen/Migration/migration_node.html, eingesehen 8.11.23
- Migration, Flucht und Gesundheit – Aktuelle Perspektiven aus Deutschland. Bundesgesundheitsblatt 66. Oktober 2023
- Mohammadzadeh, Zahra, Felicitas Jung, und Monika Lelgemann. 2016. Gesundheit für Flüchtlinge – das Bremer Modell. Bundesgesundheitsblatt 59:561–569.
- Günther, W., Reiter, R., Schmidt, P.F. (2019). Migration, Integration und Gesundheit. In: Pickel, G., Decker, O., Kailitz, S., Röder, A., Schulze Wessel, J. (Hrsg) Handbuch Integration. Springer VS, Wiesbaden. https://doi.org/10.1007/978-3-658-21570-5_45-1
- J. Hoebel B. Wachtler, S. Müters ,N. Michalski, T. Lampert.2021. Migration und Gesundheit. Datenreport 2021 der Bundeszentrale für Politische Bildung. <https://www.bpb.de/kurz-knapp/zahlen-und-fakten/datenreport-2021/gesundheit/330137/migration-und-gesundheit/>, eingesehen 8.11.23
- Klein, P., und P. Albrecht. 2017. Asylbewerber und ihre Versorgungssituation. Monatsschrift Kinderheilkunde 165:18–28.



References and Further Readings in Italian

- Ministero della Salute. Ticket ed esenzioni. Retrieved 23.02.24 from:
<https://www.salute.gov.it/portale/esenzioni/dettaglioContenutiEsenzioni.jsp?lingua=italiano&id=4674&area=esenzioni&menu=vuoto>
- Ministero della Salute. Assistenza ai cittadini dei Paesi extra UE in Italia. Retrieved 23.02.24 from:
<https://www.salute.gov.it/portale/assistenzaSanitaria/dettaglioContenutiAssistenzaSanitaria.jsp?lingua=italiano&id=1764&area=Assistenza%20sanitaria&menu=vuoto&tab=2>



References and Further Readings in English for Greece

- Athanasakis, K., Vafiadis, G., Garyfallos A., Gianniri, S., Dolgeras, A., Kalyvas, D., Katsimente, K., Kontos, D., Kiriopoulos, G., Moschonas, A., Bravakos, N., Mylona, K., Politis, A., Rigatos, T., Skroubelos, A. & Chronaios K. (2013). Primary Health Care & the role of EOPYY: 4 Steps for reform. Available in http://www.iatronet.gr/photos/enimerosi/EOPYY_first%20draft%2015_10%20Final.pdf
- Economou, C. (2010). Greece: Health system review. Health Systems in Transition, 12(7).
- OECD/European Observatory on Health Systems and Policies (2021), Greece: Country Health Profile 2021, State of Health in the EU, OECD Publishing, Paris/European Observatory on Health Systems and Policies, Brussels.
- <https://asylumineurope.org/reports/country/greece/reception-conditions/health-care/>
- <https://cheering.eu/faq-amka-paaypa/>
- <https://eu-healthcare.eopyy.gov.gr/en/healthcare-in-greece/accessing-health-services-in-greece-for-eu-citizens/>
- <https://immigrantinvest.com/blog/greece-healthcare-system-en/>



References and Further Reading in English for Cyprus

- Efstathiou, E., Theophilou, L., Angeli, S., & Hadjipanayis, A. (2020). The child healthcare system in Cyprus. *Turkish Archives of Pediatrics/Türk Pediatri Arşivi*, 55(Suppl 1), 24.
- Zachariadou, T., Zannetos, S., & Pavlakis, A. (2013). Organizational culture in the primary healthcare setting of Cyprus. *BMC health services research*, 13, 1-8.
- Theodorou, M., Charalambous, C., Petrou, C., Cylus, J., & World Health Organization. (2012). Cyprus: health system review.
- Lebano, A., Hamed, S., Bradby, H., Gil-Salmerón, A., Durá-Ferrandis, E., Garcés-Ferrer, J., ... & Linos, A. (2020). Migrants' and refugees' health status and healthcare in Europe: a scoping literature review. *BMC public health*, 20, 1-22.
- Panagiotopoulos, C., Apostolou, M., & Zachariades, A. (2020). Assessing migrants' satisfaction from health care services in Cyprus: a nationwide study. *International Journal of Migration, Health and Social Care*, 16(1), 108-118.
- Koutsampelas, C., Theodorou, M., & Kantaris, M. (2020). Inequalities in healthcare provision to third country nationals in Cyprus and the prospect of a promising health reform. *Migration Letters*, 17(1), 155-163.



References and Further Readings in French

The following sources were used for the French content:

- <https://www.cleiss.fr/particuliers/venir/soins/ue/systeme-de-sante-en-france.html>
- <https://www.cleiss.fr/particuliers/venir/soins/ue/systeme-de-sante-en-france.html#organisation>
- <https://www.gisti.org/IMG/pdf/droit-a-la-sante-guide-romldh.pdf>
- Ministère de la Santé = <https://sante.gouv.fr>
- Santé publique France = <https://santepubliquefrance.fr>
- ARS Agence Régionale de Santé = <https://www.ars.sante.fr>
- Ameli = <https://www.ameli.fr>





MIG-HEALTH APPS

Mobile Health Apps for Migrants

Congratulations!
You have completed the teaching
session of this module!

