

GOOD PRACTICES

Partner Organisation
Dialoge Sprachinstitut GmbH
Germany

1 – Organization / Individuals	
Name	AOK Bavaria – Health Care Insurance
Country	Germany
Type of Organization	Public Institution
Address Website	www.aok.de/bayern
Contact	Mr. Reininger, AOK Nürnberg, T +49 911 218-0

2 – Action / Project / Activity	
Title	Language support for migrants (mother tongue)
Duration	
Category	Internal Proceedings in the Health Care Services
Description	<p>Target group: Health Professionals Immigrants</p> <p>Methodology: If there are serious communication problems, mother tongue staff can support migrants to communicate via telephone or via email</p>

3 – Products / Results	
Description	<p>What type of products/ resources?</p> <ul style="list-style-type: none"> - list with staff with migration background and different languages - email adress for turkish migrants - Hotline for turkish and russian migrants
Links	<p>http://www.aok.de/bayern/kontakt/kontakt-hotlines-beratung-tuerkisch-207545.php</p> <p>http://www.aok.de/bayern/kontakt/kontakt-hotlines-beratung-russisch-207544.php</p>

Impact on target groups	If migrants face really serious communication problems, they can get translation and advice from staff from the health care insurance, who speak their mother tongue. Staff of course combines language knowledge and professionalism and intercultural competencies.
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