




GOOD PRACTICES

Partner Organisation
IFES
Spain

1 – Organization / Individuals	
Name	<p>Obra Social Caja Madrid</p> 
Country	Spain (Madrid)
Type of Organization	Private Institution (Fundación Obra Social Caja Madrid)
Address Website	www.obrasocialcajamadrid.es
Contact	Plaza del Celenque, 2 28013-Madrid. Spain 902 13 13 60
2 – Action / Project / Activity	
Title	<p>Tele-translation service for migrant patients</p> 
Duration	Since 06/06/2009
Category	Internal Proceedings in the Health Care Services

<p>Description</p>	<p>Target group: Health Professionals Immigrants</p> <p>Methodology: The patients are informed about this service by posters in different languages set in the hospitals and health centres. The patient can demand to the this service to the health care staff. It is free and available 24 hours. 50 languages are available. The translation service is delivered using a mobile phone with 2 headsets (one for the doctor and one for the patient). Calling the service (managed by a translation company http://www.dualia.es) produces a translation in real time of the conversation between the patient and the doctor.</p> 
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3 – Products / Results

<p>Description</p>	<p>What type of products/ resources? Translation service available in Emergency Services at Hospitals and Health Care Centres in Madrid region.</p> <p>Video: http://www.youtube.com/embed/mKCuA5MoQYU</p>
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<p>Links</p>	<p>https://www.cajamadrid.es/es/accion_social/atencion_discapacidad_y_exclusion_social/interpretes_para_urgencias_hospitalarias</p>
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<p>Impact on target groups</p>	<p>Target groups:</p> <ul style="list-style-type: none"> - Migrants with lack of Spanish Language skills in emergencies in Hospitals and Health Centres in Madrid Region. - Staff in Emergency Services in Hospitals and Health Care Centres. <p>The service means means tranquility for healthcare personnel (understanding the patient) and safety for the patients who can speak their own language, speaking with ease and freedom.</p> <p>During the first year, the service was used by 1,661 people in the 64 emergency services spread across 24 Hospitals with Emergency Services, 38 Primary Care Emergency Services of the Community</p>
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of Madrid and 2 Telematic Information Services.

The service was later extended to rural areas with 156 new services: 38 Rural Services, 89 Emergency Mobile Services, 36 Ambulatory Mental Health and 1 Mobile Mental Health.

The tele-translation system in emergency departments for non-Spanish speaking migrants patients was awarded as one of the '100 Best Ideas of the Year 2010', by 'Actualidad Económica' (Economic News) magazine in the category of Corporate Social Responsibility.