

## GOOD PRACTICES

<b>Partner Organisation</b>
Dialoge Sprachinstitut GmbH
Germany

1 – Organization / Individuals	
<b>Name</b>	The Independent Patient Counsultation Germany (UPD) / Die Unabhängige Patientenberatung Deutschland
<b>Country</b>	Germany
<b>Type of Organization</b>	non-profit LLC / gemeinnützige GmbH
<b>Address Website</b>	<a href="http://www.unabhaengige-patientenberatung.de">http://www.unabhaengige-patientenberatung.de</a>
<b>Contact</b>	Telefon 030 2008923-43   Fax 030 2008923-50 (Press contact)

2 – Action / Project / Activity	
<b>Title</b>	Migrants' Consulting support (Russian and Turkish language) in field healthcare.
<b>Duration</b>	Since 01.08.2011 UPD has become a part of Germany Healthcare System.
<b>Category</b>	Internal Proceedings in the Health Care Services
<b>Description</b>	<p><b>Target group:</b> Immigrants</p> <p><b>Methodology:</b> To help people from foreign countries to understand, how works Health Care System in Germany and to get medical care, is UPD's main aim. UPD consulting Centres represented in 21 regions in Germany . There are consultations in three languages: russian, turkish and german. UPD is the union several organisatios: Social Union Association of war cripples of Germany (Sozialverband VdK Deutschland e.V.), the Federal Union societies of consumer rights' protection (Verbraucherzentrale Bundesverband e.V.), Union of patients' independent consulting (Verbund unabhängige Patientenberatung e.V).</p>

<b>3 – Products / Results</b>	
<b>Description</b>	<p><b>What type of products/ resources?</b></p> <ul style="list-style-type: none"> <li>- Free consulting support for Turkish and Russian migrants;</li> <li>- Consultation in three languages:  German: 0800 0 11 77 22 (mon-Fri 10-18 p.m., Thursday till 20 o'clock)  Turkish: 0800 0 11 77 23 (mon and Wed 10-12 clock, 15-17 PM)  Russian: 0800 0 11 77 24 (mon and Wed 10-12 clock, 15-17 PM)</li> <li>- Ones a year UPD reports to Authorized the Federal government on the rights of patients about topical problems in the health's sphere.</li> </ul>
<b>Links</b>	<p><a href="http://www.unabhaengige-patientenberatung.de">http://www.unabhaengige-patientenberatung.de</a></p>
<b>Impact on target groups</b>	<p>It is difficult for migrants to understand German health care system, especially in foreign language. If migrants face some communication problems, they can get translation and advise from the health care insurance's staff, who speak their mother tongue. Staff of course combines language knowledge and professionalism and intercultural competencies.</p>