

GOOD PRACTICES

Partner Organisation
FLEP
Portugal

1 – Organization / Individuals	
Name	Hospital de Santo André- Leiria
Country	Portugal
Type of Organization	Public Institution
Address Website	www.chlp.pt
Contact	Rua das Olhalvas, 2410-197 Leiria, Portugal

2 – Action / Project / Activity	
Title	Comunicação com os Imigrantes/ Communication with Immigrants
Duration	From 2000- until now
Category	Internal Proceedings in the Health Care Services (Ex. Creation of migrant-friendly Service in the hospital with collaboration of cultural and language mediators and translators)
Description	<p>Target group: Immigrants</p> <p>Methodology:</p> <p>Creation of a team of volunteer translators providing information on healthcare issues as well as on legislation in several languages (English, French, German, Italian, Russian, Ukrainian, etc). This service is free of charge . The hospital can request this service with the purpose of making faster and easier the access to the healthcare services.</p>

3 – Products / Results	
Description	What type of products/ resources? Brochures
Links	
Impact on target groups	Migrants are the main beneficiaries of this service. In fact, it is a very good resource to help people to break the barriers in the communication with health professionals