

ABSTRACT FROM Agia Eleni SPILIOPOULIO HOSPITAL TO THE MIGRANT FRIENDLY HOSPITAL PROJECT

Spiliopoulio Hospital "Saint Helen" was founded in 1916. It has been operating continuously since then. The hospital's departments specialize in the fields of pathology, cardiology, diabetes, radiology, ultrasound and microbiology. The hospital functions as an emergency hospital once every four days and is located in Athens at 21 Dim. Soutsou st. Mavili Square in Ampelokipi.

Contact address

Hospital "Spiliopoulio Agia Eleni"
Dim. Soutsou 21
Ampelokipi
11521 Athens
Greece

General Manager

Sotirios Zotos
Tel: +30-210-6462481 or +30-210-6400140, fax: +30-210-6447064
e-mail: info@spiliopoulio.gr.

Project Co-ordinator

Sotirios Zotos

Deputy Project Co-ordinator

Georgia Vasilopoulou
Tel: +30-210-6410445 – ext. 115, fax: +30-210-6447064
e-mail: agiaeleti@netplan.gr

Since 2001 our hospital has been examining a lot of migrants for medical checking, necessary for Green card editing. This card is needed by the migrants in order to live and work in our country legimently.

Thoroughly, during the years in our hospital have been examined:

2001	6.483	migrants
2002	22.088	migrants
2003	10.022	migrants
2004	4.802	migrants

We had faced a lot of problems communicating with migrants. After our participation in the Friendly Hospital project we took the following actions:

1. The personnel took a training course for the effective communication with migrants and we found out the staff members who speak foreign languages and assigned them with several duties according to the foreign language thy speak.

2. There has been a Survey A among the personnel (before the actions taken) about the ways of communication with the migrants.
3. We have been in touch with thw G.C.R. (National Committee for Migrants) in order to solve our communication problems over the phone.
4. A guide line of first aid in 28 languages with 43 questions has been edited.
5. The information kiosk has been established. It is giving information about all the hospitals in Athens, included our hospital, in five languages.
6. There has been given training courses to those of the hospital staff who communicate with migrants.
7. There has been a Survey B among the personnel (after the actions taken).
8. There has been a survey among the patients after the use of the guide line of first aid.
9. There has been edited brochures, in cooperation with Papapostolou Company and some scientific companies, that has been distributed to the migrants.

The results we have, after taking all the above measures, are extremely positive from the personnel as well as from the migrants patients.