

"Hospital Amigo del inmigrante is the Spanish local application of Migrant Friendly Hospitals, It focuses on improving accessibility for migrant populations and ethnic minorities to the health resources in our coverage area - the strait of Gibraltar, in the very South of Spain, less than 20 km from Africa. The project has been implemented in a public ownership hospital -Hospital Punta de Europa - which is integrated in the public Andalusian health services network -SSPA- oriented to provide its clientele with adequate health services in terms of accessibility, equality, and respect for cultural diversity at every point of the health system. We introduced and promoted basic quality improvements such as providing health information in a language understandable to the patient, as well as resources for the health workers to elicit clinical info from the diverse clientele, to explain health recommendations and/or negotiate adequate treatment options for migrant or ethnic minority clientele, and understanding cultural diversity 's influence in our daily work".