

P-607 - RESPONSES TO THE CHALLENGES OF IMMIGRANT PATIENTS IN DIFFERENT KINDS OF HEALTH SERVICES ACROSS EUROPE

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Introduction: Immigrant patients (IMs) became more frequent users within the health care systems in European countries, recently. This evokes challenges to health and mental health care providers to meet the needs of this group.

Objectives: To improve the delivery of care for IMs, we need to know more about the current situation within services. There is still a lack of cross-European data on the utilization of health services, the existence of good quality responses and their implementation. We are aiming to fill in this gap presenting data from the EU funded cross-national EUGATE study (see <http://www.eugate.org.uk/>).

Aims: We collected and analysed data on the availability of data registers and on service utilization by IMs, the provision of interpreting services, and the availability of multicultural staff in services for chronic mental ill people, accident and emergency departments (A&E), and primary health services (PHS).

Methods: Three districts in each capital of the 16 participating EU countries had been selected. In each districts, one A&E department, one service for chronic mental ill people and three PHS had been assessed, resulting in 240 data sets. All data has been analysed using SPSS ver.18.

Results: There is hardly any data registers on the utilization of health services by IMs available. More than 50% of all services never provide any direct interpreting service, although there are differences between countries and the different kinds of services.

Conclusion: There is a need of quality standards among European countries to provide appropriate care for IMs across European countries.