Ukraine Situation Refugee Response

Inter-agency HEALTH AND NUTRITION Working Group

Regular Meeting

17 December 2025

Inter-Agency Refugee

HEALTH and NUTRITION

Technical Working Group

Regional Refugee Response for the Ukraine Situation

Finanțat de Uniunea Europeană

Agenda

Inter-agency refugee HEALTH AND NUTRITION working group meeting

17 December, 2025

TIME	TOPIC	SPEAKER
13:45-14.00	**Connection and registration details:** Join Zoom Meeting https://us02web.zoom.us/j/84628472989?pwd=8gezJaGrbB996N97QaiOv9l6fD7061.1 ID 846 2847 2989 Password: 388523	
14:00-14:10	Welcome words (MOH). Presentation of the Agenda items	MoH representative, WHO
14:10 -14:25	Interventions in the Health system response and needs to the Refugee emergency in the Republic of Moldova.	MoH, WHO, UNHCR, UNFPA, UNICEF, IOM, NGOs
14:25-14:35	Updates on health services provided to refugees	CNAM, UNICEF, UNFPA, IOM
14:35-14:45	Updates on Refugee Health Financing for 2026	WHO, CNAM
14:45-15:00	SEIS Survey 2025	IMPACT
15:00-15:10	Improving Health Access for Ukrainian Refugees	Health Mediator, Natalia Vasyluik
15:10-15:20	Health Communication activities for refugees	The National Congress of Ukrainian in Moldova (NCUM)
15:20 -15:30	Action points. Conclusions and next steps	All participants

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Health Sector Response: Operational update

Updates from WHO

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UNHCR The UN Refugee Agency

TEMPORARY

DATE

01/12/2025

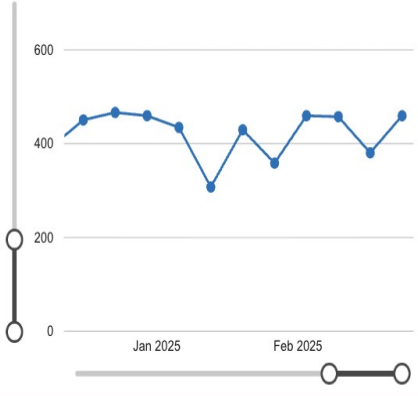
BENEFICIARIES - AGE & GENDER

85,051

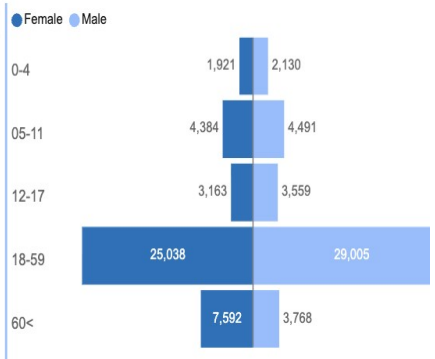
# of Beneficiaries of Temporary Protection (cumulative)

Men	Boys
39%	12%
(32,773)	(10,180)
Women	**Girls**
38%	11%
(32,630)	(9,468)

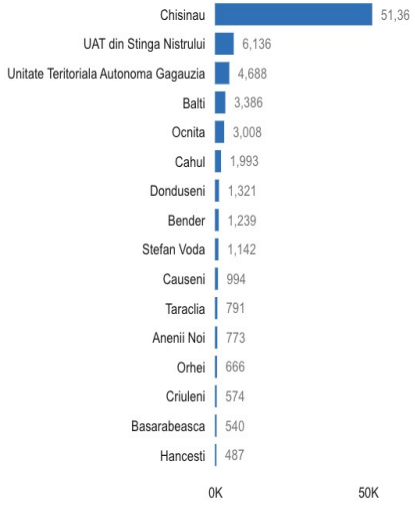
OF NEW APPLICATIONS - TRENDS



AGE AND GENDER DISTRIBUTION



TP BENEFICIARIES DISTRIBUTION BY RAIO



Data Source: Government of the Republic of Moldova.

UNHCR The UN Refugee Agency

POPULATION TRENDS - REPUBLIC OF MOLDOVA

Report Date: 30/11/2025

UKRAINIAN REFUGEES IN MOLDOVA

100,091[1]	**37,535**
# Ukrainian Individuals that arrived from Ukraine	# Ukrianian Individuals that arrived from Romania & Airport

Men	Boys
11%	25%
(11,637)	(24,880)
Women	**Girls**
41%	22%
(40,600)	(22,974)

[1] The % are based on the Ukrainian Individuals arriving from Ukraine

ARRIVALS & DEPARTURES OF UKRAINIANS IN THE LAST REPORTING PERIOD

40,687

# of Ukrainians arriving

41,125

# of Ukrainians departing

Date

11/03/2022 30/11/2025

Move back to Main Page

TRENDS IN ARRIVALS & DEPARTURES OF UKRAINIAN REFUGEES

See also 2022 Data

Note: Data for October 2025 includes cumulative data for September - October 2025

ARRIVALS & DEPARTURES[2] - CUMULATIVE FIGURES (11 MARCH 2022 TO PRESENT)

ARRIVALS

1,217,342

Arrival of Ukrainians from Ukraine

1,172,121

Arrivals of Ukrainians from elsewhere

[2] *Arrival and Departure figures could potentially include multiple occasions of crossing the border by one individual.*

DEPARTURES[3]

1,459,635

Cumulative Departures of Ukrainians to Ukraine

792,202

Departures of Ukrainians to elsewhere

[3] *Data on departures does not include the movement of third country nationals that arrived from Ukraine*

Data Source: Government of the Republic of Moldova.

For more information, question and feedback, please contact mdachim@unhcr.org

Key highlights October – December 2025

- The 2026 **RRP** health component has been revised; the full RRP will be published in January 2026.
- Preparation for the **Nexus workshop** with humanitarian and development partners - planned for Q1 2026.
- **Forecasting of funding** completed, needs for 2026 identified.
- **Policy dialogues** and donor meetings on financing health services for refugees in 2026 are underway.
- The annual reporting on the health sector 2025 activities is currently in process.
- Agreement on **Reimbursement of Hydrokinetotherapy Services for Refu**
  Republican Center for Children's Rehabilitation – INTERSOS

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Health Mediators Contact Information

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Health Services Provided to Refugees:

Updates from Health Partners

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Health Updates from: UNFPA

Health Services provided to refugees :

Healthcare services reimbursed, including SRH-related services for Ukrainian refugees women and girls aged 18-55 years, who have TPS for Q4 2025:

- **4,200** women refugees aged 18 to 55 years covered with primary health care and outpatient compensated drugs and medical products for
- **1,300** ambulatory specialized healthcare services
- **180** hospital emergency treated cases.

The access to youth-friendly health services, including SRH healthcare, was improved for young refugees from Ukraine and young people from host communities in rural areas in Moldova - the **Youth-Friendly Health Centers Network** which provided in Q4 2025 health services to **1,800** and information/education services to **3,400** to young refugees and those from host communities in Moldova

Health Updates from: UNFPA

Capacity Building activities:

In the framework of the Work Plan (WP) with the **Institute of Mother and Child; State University of Medicine and Pharmacy and National Center for Pre-Hospital Emergency Medical Assistance,** the medical professionals were trained:

- **105 professionals trained on Clinical Management of Obstetrical Emergencies for staff of Pre-Hospital Emergency health care service**
- **116 professionals of the Perinatal Healthcare Centers' Personnel on Intranatal Care for Positive Childbirth Experience trained**
- **207 professionals of the Primary Healthcare Personnel on Antenatal and Postnatal Health Care for Positive Pregnancy and Postdelivery Experience trained**

The two-day face-to-face workshop-style training sessions were based on the 4 new protocols validated and approved at national level in 2025 on antenatal, intrapartum, and postnatal care for a positive experience during pregnancy, childbirth, and postnatal care.

Health Updates from: IOM

Health Services provided to refugees :

- **Oncological services**: 143 (76 men and 67 women) support of one oncological palliative care patient hospitalized in the hospital Nr 4 with the support of the Oncology Institute
- **Mental Health specialized services:** 264
- **Primary health care consultations:** 433 Ukrainian refugees and third-country nationals transiting Moldova.
- **Medical escorts:** 27 individuals in critical condition

Healthcare access support:

- **Healthcare access support:** 1028 individuals (238 male, 790 female), including participants in information sessions
- **Information sessions conducted**: 37
- **Individuals registered with a family doctor**: 262 (supported by health mediators)

Health Updates from: IOM

MHPSS activities

During Mental Health Week 2025 and World Disability Day

- Activities implemented in **Chișinău, Orhei, Bălți, Ungheni** for refugees and vulnerable host communities.
- **242 psychiatric consultations** (incl. psychotherapy).
- **1,517 people** received non-clinical psychological counselling.
- **2,470 participants** engaged in socio-relational and recreational activities.
- **20 highly vulnerable individuals** supported with shelter, addiction recovery, and crisis care.
- **2 mobile team interventions** delivered in RAC Sărătenii Vechi.
- Activities included group therapy, individual counselling, art therapy, inclusion events, and specialized support, coordinated with the Mental Health Community Centre and IOM Call Center.

Health Updates from: IOM MHPSS activities

Key updates:

- The service agreement with Mental Health Community Center Botanica for the mental health specialized services was extended by June 2026; No financial coverage for refugees after January 2026
- Participation in the IMPACT mission, contributing to joint assessment and coordination efforts

Health Updates from: UNICEF

Capacity-building initiatives

- Perinatal mortality audits strengthened using WHO's MECC approach; methodology formalized by **MoH Order 979**.
- **~200 specialists** (OBGYN, neonatology, midwifery) involved in audits in the two largest maternity hospitals.
- **8 simulation trainings** delivered for **100 nurses/midwives** on newborn care (WHO/UNICEF standards).
- **30 immunization specialists** trained in vaccine and cold chain forecasting.
- **~100 specialists** from 5 districts trained in pediatric/adolescent mental health services and referrals.
- Universal neonatal hearing screening findings presented in **3 workshops**.
- **104 health workers** trained in neonatal hearing screening.
- **41 specialists** from Chișinău and Anenii Noi trained in ECI/ECD services, including for refugee children.

Health Updates from: UNICEF

Updates on health financing

- UNICEF reimbursed services under the CNAM agreement:
  - **5,688** primary care visits
  - **5,688** emergency visits
  - **1,724** specialized care visits
  - **297** hospitalizations
  - **57** children receiving compensated medicines
- **53 refugee children** and **11 pregnant women without TP** received specialized care at the Institute of Mother and Child.
- UNICEF continues advocacy to ensure all refugee children are included in the national health system and participates in the working group on integration of foreigners.

Data generation

- **Cost of inaction study** on zero-dose and under-vaccinated children finalized; launch in **Feb 2026**.
- **Barrier assessment** for Roma and vulnerable children's vaccination completed; results in **Jan 2026**.
- **School and preschool nutrition environment** data collected; results in **Q1 2026**.
- **Maternal and newborn services assessment** completed in **13 Level I Perinatal Centers** and **14 districts** with closed maternity wards; findings will guide MoH in strengthening referrals and access to quality obstetric care, including for refugees.

Health Updates from: UNICEF

Health services provided for refugees

- **890 refugees** vaccinated under the National Immunization Programme.
- **9,753 children/adolescents** received MHPSS support via the Youth Health Help Line.
- **23 refugee adolescents** received primary care through mobile youth-friendly clinics.
- **24,013 youth**, including refugees, reached with health counselling via mobile clinics.
- **~700 pregnant women, parents and caregivers** reached in 11 regions with IYCF, breastfeeding, child nutrition and GBV/SEA information sessions.
- **30 adolescents** from HIV-affected families, participated in a summer camp on healthy behaviours and life skills.
- **150+ volunteers and YFHC coordinators** trained in mental health support and GBV prevention.

Risk Communication & Community Engagement

- **Podcast "Everything Will Be Clear"** (9 Dec 2025, Ukrainian House, Chișinău): mental resilience and coping for displaced persons; speaker Vira Konstantinova (with Amici dei Bambini Moldova). **Reach: 15,160 views**, shared in **45 refugee-focused groups**.
- **Info session for refugee parents** with Public Health Center epidemiologist on vaccination access, measles/seasonal flu situation, and addressing vaccine concerns.

WHO Capacity-Building Activities

- Over **130 medical workers** trained in key clinical management skills, including:
  - Basic Emergency Care (BEC)
  - Basic Life Support (BLS)
  - Advanced Life Support (ALS)
  - Additional emergency and trauma management modules
- Trainings enhanced the ability of frontline staff to stabilize, manage, and refer critically ill patients in emergency settings.

Health Financing updates for 2026

Iuliana Garam,
WHO

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Temporary Protection – Regulatory framework

Government decision nr.21 from 18.01.2023 on granting Temporary Protection Status (TPS) for Ukraine refugees https://www.legis.md/cautare/getResults?doc_id=135260&lang=ro

26. Beneficiarii de protecție temporară pot accesa asistența medicală de urgență, asistența medicală primară, inclusiv medicamente și dispozitive medicale compensate, asistența medicală specializată de ambulatoriu și examenul medical gratuit din motive de sănătate publică, în cadrul instituțiilor medico-sanitare, conform listei serviciilor medicale stabilite de Ministerul Sănătății.

27. Instituțiile medico-sanitare, conform listei aprobate de Ministerul Sănătății, prezintă Companiei Naționale de Asigurări în Medicină rapoarte și facturi fiscale electronice separat pentru serviciile medicale prevăzute la pct. 26, prestate beneficiarilor de protecție temporară, conform mecanismului stabilit de Ministerul Sănătății și Compania Națională de Asigurări în Medicină.

27¹. Cheltuielile suportate de către instituțiile medico-sanitare, încadrate în sistemul asigurării obligatorii de asistență medicală, pentru asistența medicală de urgență, asistența medicală primară și pentru examenul medical gratuit din motive de sănătate publică, acordate beneficiarilor de protecție temporară, vor fi achitate din mijloacele financiare acumulate în fondurile asigurării obligatorii de asistență medicală, cu compensarea acestora din sursele bugetului de stat, în formă de transferuri cu destinație specială și/sau alte venituri sub formă de donații și/sau granturi.

27². Cheltuielile suportate de către instituțiile medico-sanitare, încadrate în sistemul asigurării obligatorii de asistență medicală, pentru asistența medicală specializată de ambulatoriu, medicamente și dispozitive medicale compensate, acordate beneficiarilor de protecție temporară, vor fi achitate din mijloacele financiare acumulate în fondurile asigurării obligatorii de asistență medicală, cu compensarea acestora din mijloace financiare externe alocate sub formă de donații și/sau granturi.

Ministry of Heath order on the benefit package that will be provided for Ukraine refugees with (TPS) nr.143 from 28.02.2023

https://www.legis.md/cautare/getResults?doc_id=142633&lang=ro#

Temporary Protection Status

Starting in March 2024, Refugees in Moldova under the TPS are granted free-of-charge health care through the national health insurance system:

- Pre-hospital emergency medical care
- Primary health care
- Emergency dental care
- **Specialized outpatient care** (including outpatient dialysis services)
- Hospital medical assistance in case of medical-surgical emergencies
- **Compensated drugs and medical products**
- **Specialized medical care**

Free-of-charge health care outside the mandatory health insurance system:

- Oncology medical services, including diagnosis and treatment
- Mental health specialized and psychosocial services
- Medical examinations for public health reasons (prevention and control of communicable diseases: sexually transmitted infections, HIV, tuberculosis, COVID-19, viral hepatitis B and C).

Temporary Protection Status

- **UNICEF** engaged to finance healthcare services for children aged 0-18

- **UNFPA** engaged to cover the costs of healthcare services for women in reproductive age (19-55)

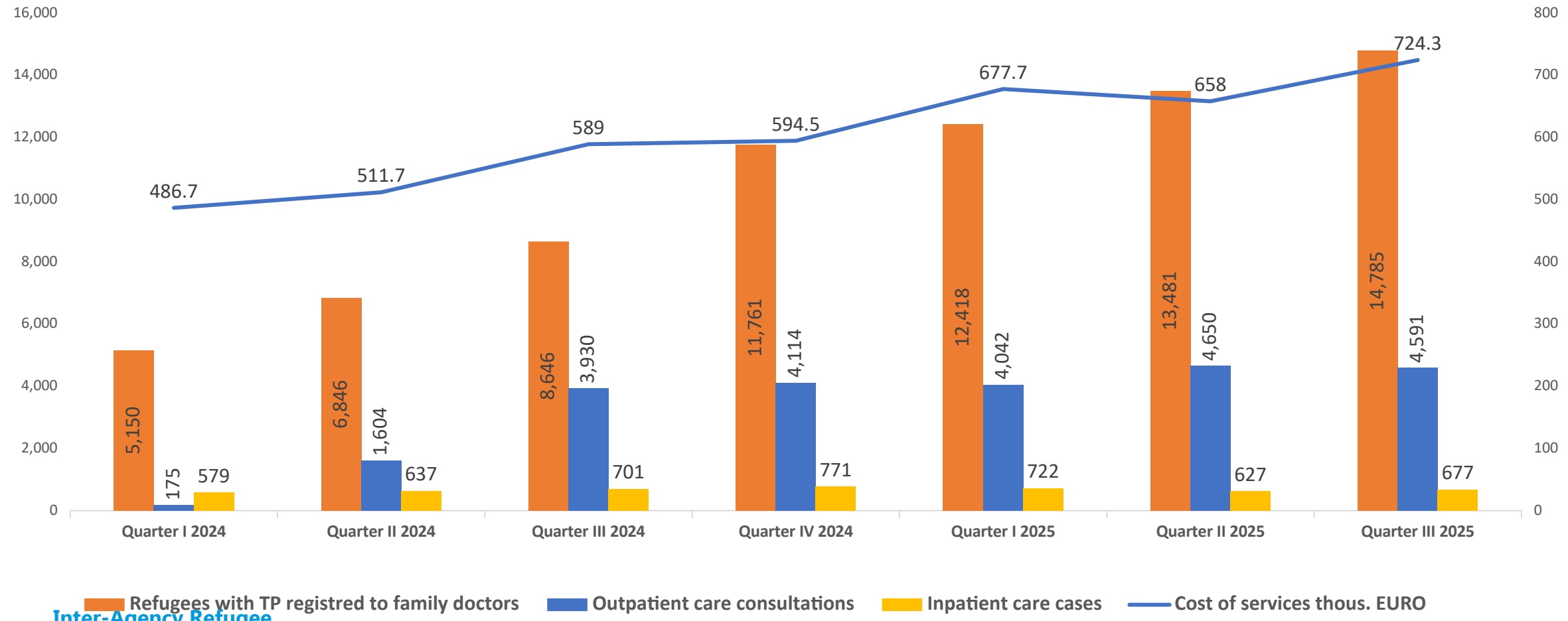
- **IOM** has committed to covering the expenses related to:

  - healthcare services for men and women 55+
  - dialysis services, including hemodialysis sessions,
  - diagnosing and treating refugees and third-country nationals in need of mental health and oncological services.

Gaps and challenges

- Lack of rehabilitation services and assistive hearing, visual and locomotor devices for people with disabilities
- Shortage of modern medical equipment, especially for expensive procedures (e.g. oncology, radiology, etc.)
- Still limited awareness of refugees' rights to health services and poor understanding of the benefit package among both providers and refugees.
- Lack of digitalization of the health sector
- Parallel reporting and payment system in place for cost coverage of services for refugees within NHIC
- Needs in improving quality and safety of care
- Needs in reinforcing emergency preparedness and resilience of the communities
- Public budget constraints and funding gap for 2026 – almost 100% cost coverage of services to be provided to refugees with TP

Volumes and costs of services 2024-2025



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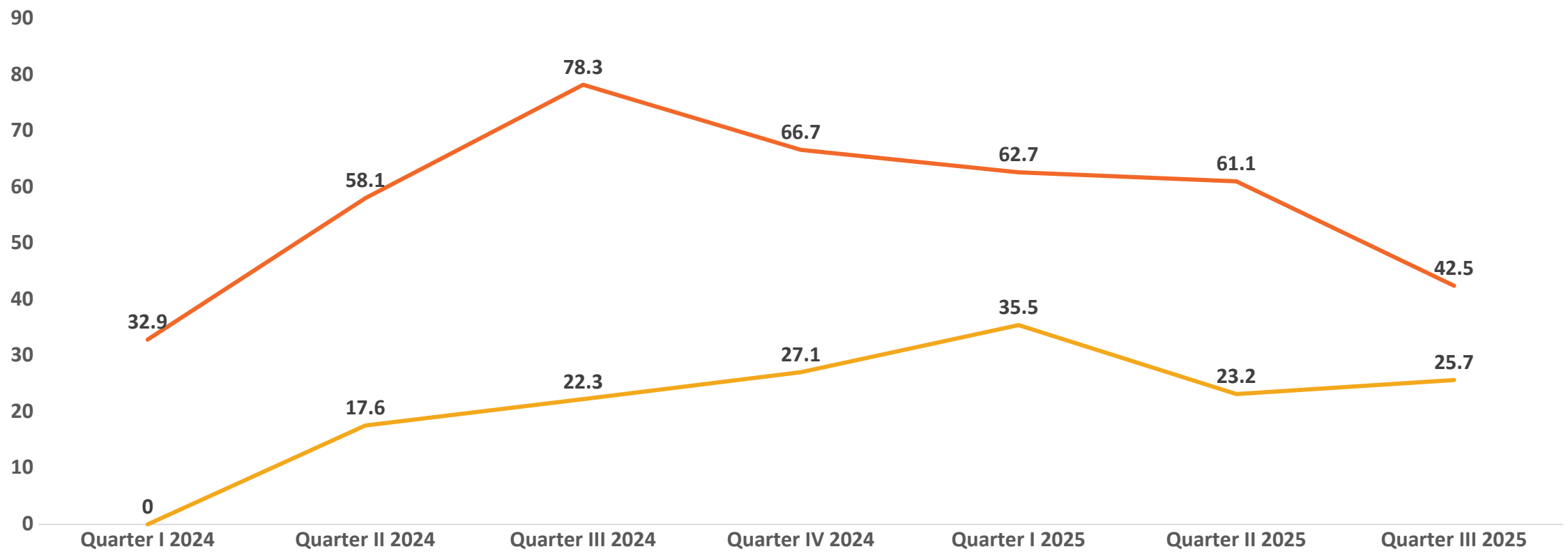
Volumes and costs of services 2024-2025



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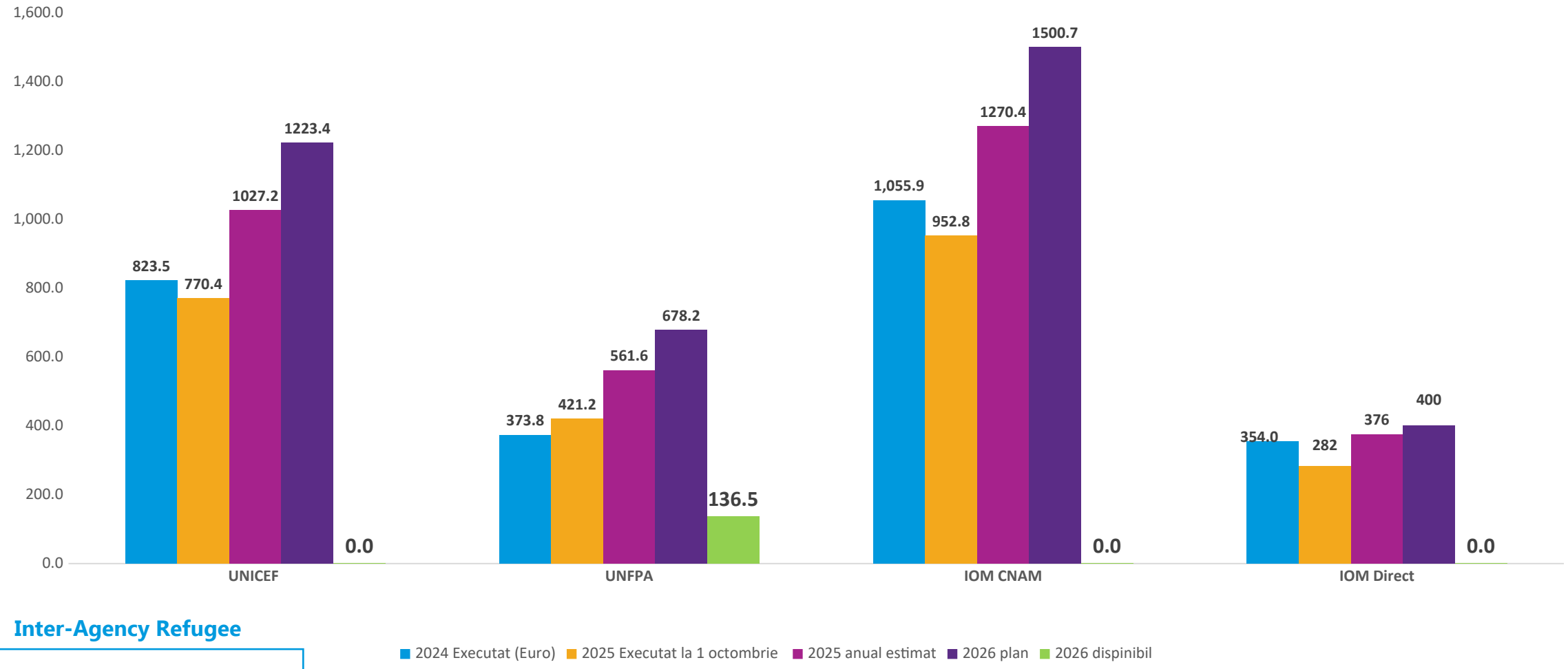
Benefit package coverage – thousands EURO



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Socio-Economic Insights Survey (SEIS) 2025

Felicia Bulat,
REACH

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Regional Refugee Response for the Ukraine Situation

MOLDOVA

SOCIO-ECONOMIC INSIGHTS SURVEY (SEIS)

December 2025

Preliminary analysis

REACH Informing more effective humanitarian action

UNHCR The UN Refugee Agency

OBJECTIVES & METHODOLOGY

OVERVIEW

Regional Refugee Response for the Ukraine Situation

COMPLETED VISITS

532 HHs

covering 1,128 individual HH members.

DATA COLLECTION

From **21 May** to **7 July 2025**

DATA COLLECTION BY

REACH Initiative

PRELIMINARY ANALYSIS BY

REACH Initiative
UNHCR Regional Bureau for Europe (RBE)

KEY ASPECTS

- **National coverage**, excluding the Transnistrian region: **56 settlements covered** (admin 2)
- **Non-probability stratified purposive and snowball sampling approach:** The 2025 SEIS initially used probability sampling from the UNHCR MPCA database (May 2024) but shifted to purposive and snowball sampling due to low response rates. Details on the sampling changes and target adjustments are available in the methodology note.
- Household surveys stratified by **Municipality of Chișinău** and **Rest of Moldova** (excluding the Transnistrian region)

POPULATION COVERAGE

Refugee households* (HH) displaced from Ukraine to Moldova following the escalation of hostilities in February 2022, with a focus on those living outside of Refugee Accommodation Centres (RACs).

* For this assessment, a refugee HH is defined as a HH with at least one HH member with Ukrainian citizenship that has been displaced from Ukraine to Moldova after February 24, 2022.

LIMITATIONS

- **Representativeness:** Due to the absence of an official nationwide record of the exact number of Ukrainian refugees and geographic dispersion in Moldova, the sampling framework relied on an existing list, MPCA list as of May 2024. Consequently, purposive, non-probability sampling was applied. As a result, the findings **are not statistically representative** of the entire population and should be seen as **indicative only**.

- **Geographical coverage:** The SEIS does not cover the Transnistrian region, a self-declared autonomous area not controlled by the Moldovan government, due to political sensitivities and access constraints.

- **Selection bias:** Enumerators frequently visited places where refugees typically gather or referred to local authorities to identify potential respondents, which may have introduced a selection bias. Additionally, respondents were identified through snowball sampling, which may have led to the overrepresentation of individuals with similar backgrounds and experiences.

- **Overrepresentation of certain raions:** Data collection in some areas continued while the revised sample size for the Rest of Moldova was proposed, resulting in targets being exceeded. For example, 66 interviews were conducted in UTA Găgăuzia, compared with a revised target of 44. This overrepresentation may influence overall findings if respondents from these raions differ substantially from those in other raions and should be considered when interpreting the results.

- **Data verification:** Data discrepancies were checked with enumerators and addressed accordingly, though they could not be verified in some cases. As a result, there may be some inconsistencies or missing data.

- **Sensitive topic underreporting**: Respondents may have underreported sensitive topics such as income and expenses due to perceived privacy concerns.

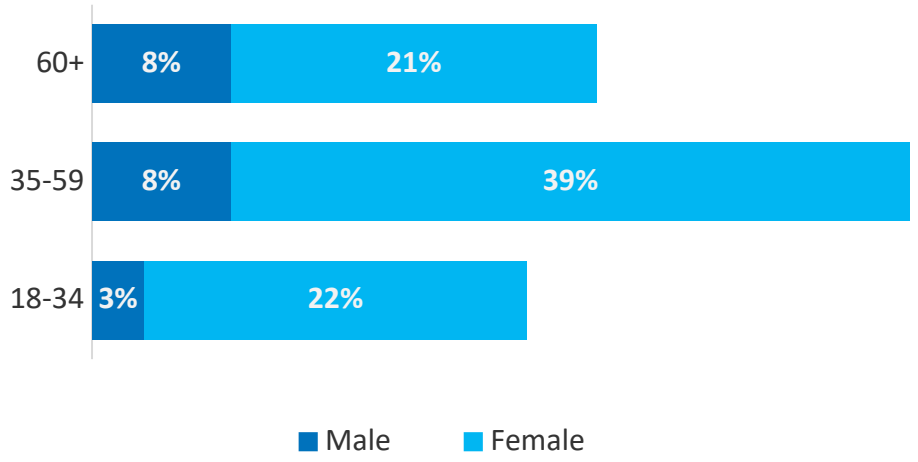
DEMOGRAPHICS

DEMOGRAPHICS

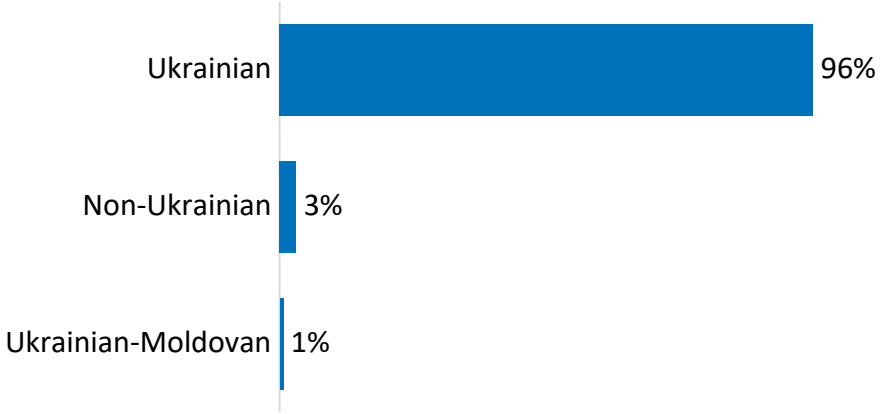
RESPONDENTS

Regional Refugee Response for the Ukraine Situation

Respondents by gender & age group (n=532)



% of respondents by citizenship (n=532)



Note: Some results do not add up to 100% due to rounding.

Approximately **82%** of respondents were **women**, and **19%** were **men**. The largest age group was 35-59 **(47% of respondents)**.

Nearly all respondents **(96%)** held **Ukrainian citizenship**, **3%** held **non-Ukrainian citizenship** (Moldovan or Russian), and **1%** held **dual citizenship** (Ukrainian and Moldovan).

DEMOGRAPHICS

Regional Refugee Response for the Ukraine Situation

HH AND POPULATION CHARACTERISTICS

Average HH size

2.13

% of HHs with a chronically ill member

44%

Note: Respondents were asked if they had a chronic illness such as diabetes, hypertension, or asthma.

HHs with children

41%

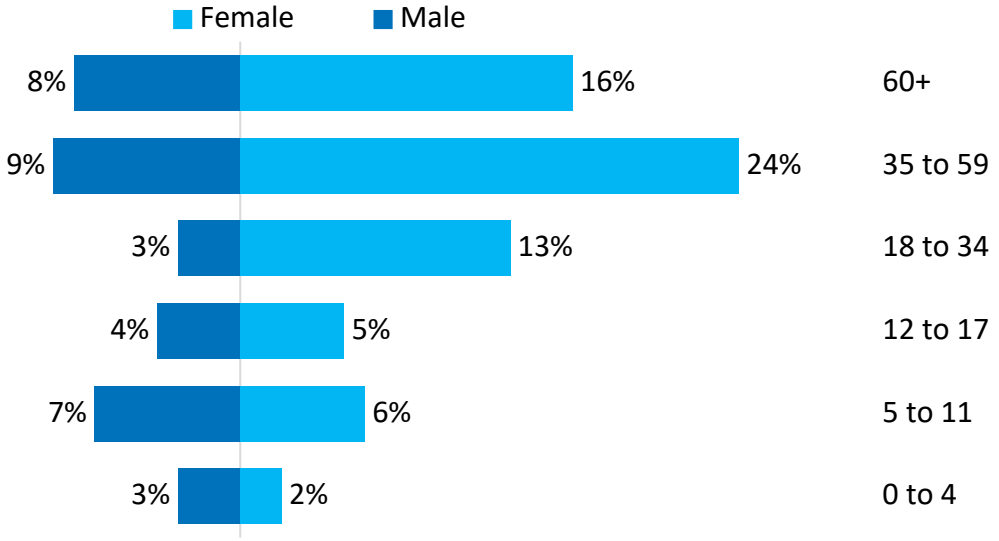
% of HHs with at least one older person (60+ years)

38%

In 2025, the average HH size increased from **1.9** in 2024. The percentage of HHs with children also increased from **24%**.

Note: 2024 data had a lower average HH size and share of HHs with children, as some surveys (148 surveys) had to be dropped due to a limitation in identifying the head of the household.

HH members by age group and gender (n=1128)



Single-adult HHs with dependents

34%

Note: Dependents include children aged 0-17 and older individuals aged 60+.

% of HHs with infants

3%

% of older refugees (60+ years)

24%

% of Ukrainian individuals with disability level 3 and above

12%

Note: Washington Group disability levels 3 and 4 indicate individuals (aged 5 and above) facing 'a lot of difficulty' or 'cannot do it at all' regarding performing daily activities in areas such as seeing, hearing, walking, cognition, self-care, or communication.

DISCLAIMER: Variations in results between 2024 and 2025 may stem from changes in the assessment methodology, respondent identification strategy, and questionnaires, which could limit the comparability of the data.

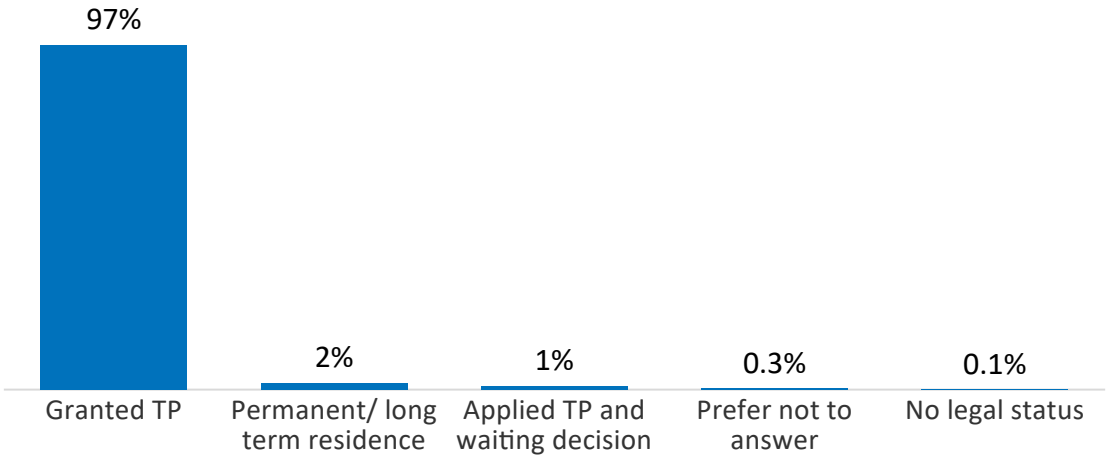
PROTECTION

PROTECTION

Regional Refugee Response for the Ukraine Situation

GENERAL PROTECTION

% of HHs by the current status of the Ukrainians in their family (n=532)



In 2025, **97% of HHs** reported that their Ukrainian HH members had been granted **Temporary Protection (TP) status**, while **1%** had **applied for TP and were awaiting a decision**. A small proportion (**2%**) **of HHs** had Ukrainian members with **permanent or long-term residence**. Only **0.1% of HHs** had at least one Ukrainian member with **no legal status** in Moldova.

AAP – PRIORITY NEEDS

75%

of households reported their **priority need** (n=530)

% of HHs by reported top three priority needs (n=530)

Food	Medicine	Healthcare services
25%	8%	6%

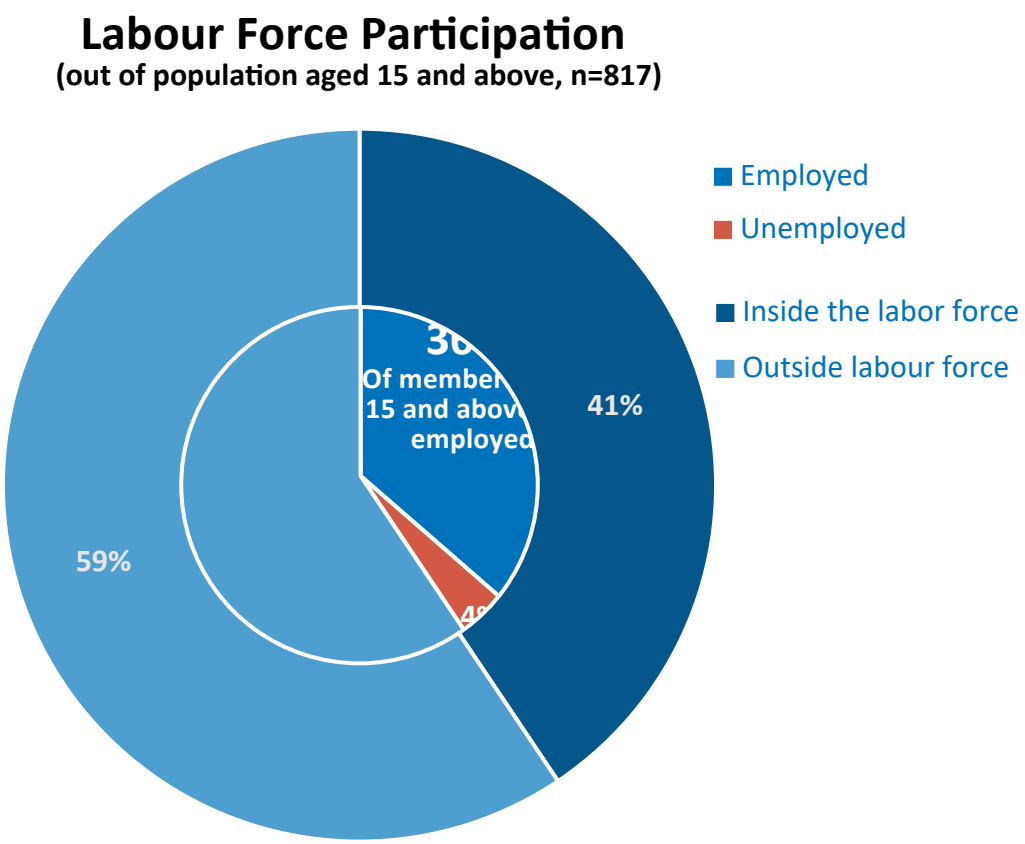
Note: Respondents could select only one response.

SOCIO-ECONOMIC INCLUSION & LIVELIHOOD

SOCIO-ECONOMIC INCLUSION & LIVELIHOOD

Regional Refugee Response for the Ukraine Situation

LIVELIHOOD AND INCLUSION



Employment: # of individuals aged 15 and above who have engaged in income-generating activities in the week before data collection. This encompasses formal employment, self-employment, agricultural/fishing work, diverse income generation, temporary absence from paid roles, and unpaid contributions to family businesses.

Unemployment: # of individuals aged 15 and above who were not employed during week before data collection, who looked for a paid job or tried to start a business in the 4 weeks before data collection, and who are available to start working within the 2 weeks following data collection if a job or business opportunity becomes available.

Outside labour force: # of individuals aged 15 and above who were not employed during the week before data collection, and who either cannot start working within the 2 weeks following data collection if a job or business opportunity becomes available or did not look for a paid job or did not try to start a business in the 4 weeks before data collection.

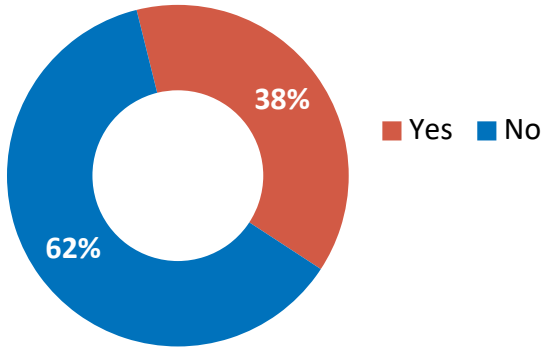
Inside labour force: Employed and Unemployed

HEALTH

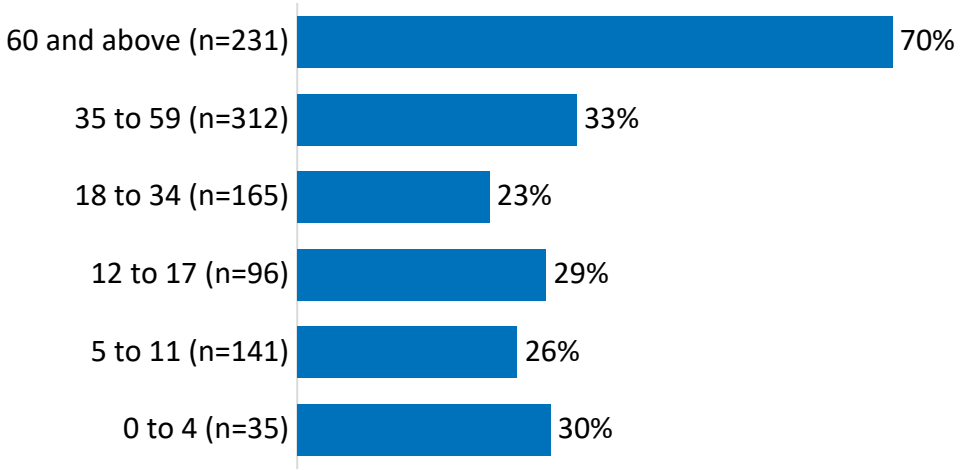
HEALTH

NEED

% of Ukrainian individuals that reported having a health problem and needed to access health care in the 30 days prior to data collection (n=980)



% of Ukrainian individuals that reported having a health problem and needed to access health care in the 30 days prior to data collection, by age groups



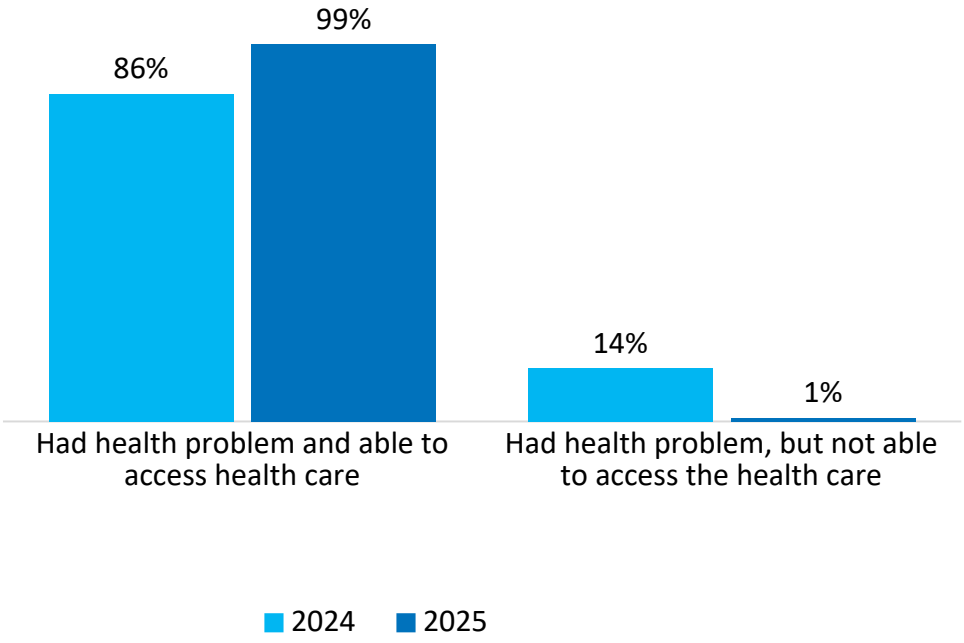
Overall, 38% of Ukrainian household members reported having a health problem and needing access to health care in the 30 days prior to data collection (or since arrival, if less than 30 days).

The proportion reporting a health problem and need to access health care varies by age group. The highest proportion was observed among individuals aged **60 and above**, where **70%** reported a health problem requiring access to health care.
Overall, the data show an **increase in the proportion reporting a health problem and need to access health care with age**, with higher proportions reported among older age groups.

HEALTH

ACCESS

% of Ukrainian individuals that reported having access to health services when having a health need in the 30 days prior to data collection (n=373 in 2025, n=419 in 2024)



Note: Note: 2024 figures were sourced from the 2024 SEIS.
In 2025, questions regarding health were addressed only to household members holding only Ukrainian citizenship, whereas in 2024 these questions were asked regardless of citizenship.

92%

of Ukrainian children aged 9 months to 5 years, reportedly **received at least one measles vaccination** (n=54)

0.5%

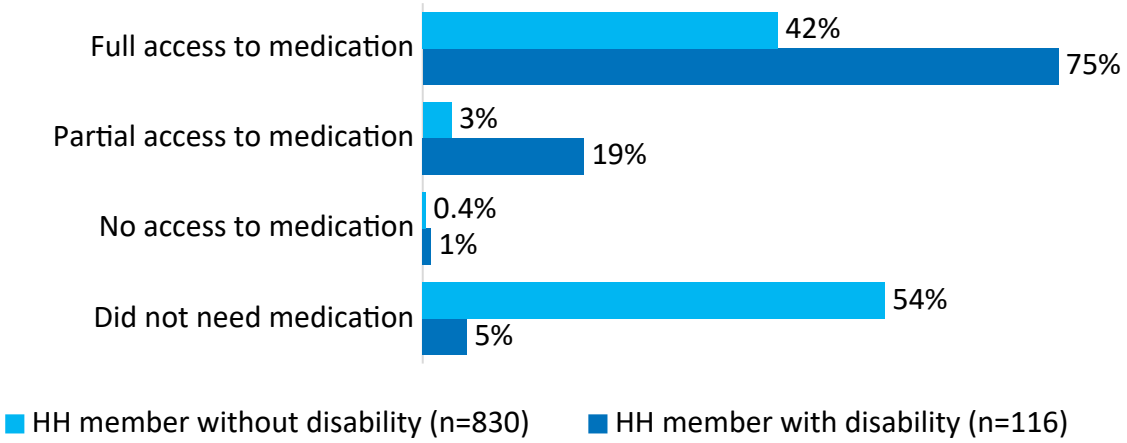
of Ukrainian female household members (aged 10 to 55) reportedly faced **barriers in accessing sexual and reproductive health services** in the three months prior to data collection in Moldova (n=422)

DISCLAIMER: Variations in results between 2024 and 2025 may stem from changes in the assessment methodology, respondent identification strategy, and questionnaires, which could limit the comparability of the data.

HEALTH

ACCESS TO MEDICATION

% of Ukrainian individuals by access to medication needed in the three months prior to data collection, by disability status (at least level 3 in WGSS)



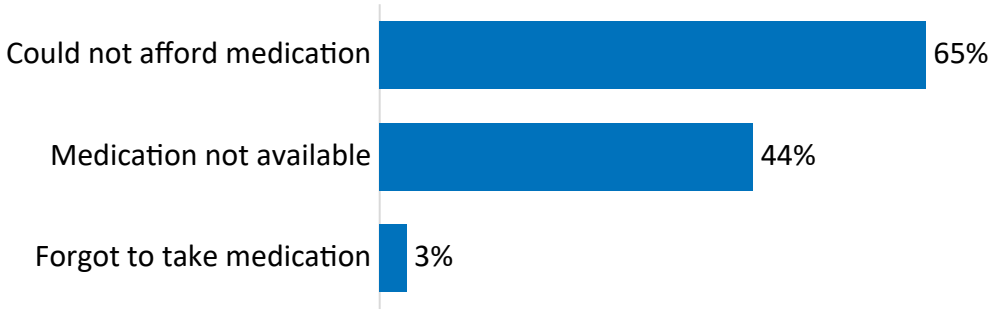
Overall, **46% of Ukrainian household members** reported having full access to the medication they needed in the three months prior to data collection (or since arrival in Moldova). **5%** reported partial access, **less than 1%** had no access, and **49%** reported not needing medication.

Access differed by disability status: among household members with a disability (n=116), **75%** reported full access, **19%** partial access, and **1%** no access. Among household members without a disability (n=830), **42%** reported full access, **3%** partial access, and **less than 1%** no access.

4%

of Ukrainian **individuals missed at least one dose of medication** in the three months prior to data collection (or since arrival) in Moldova (n=981)

Top three reasons for missing at least one dose of medication among Ukrainian household members who reported missing doses (n=36)



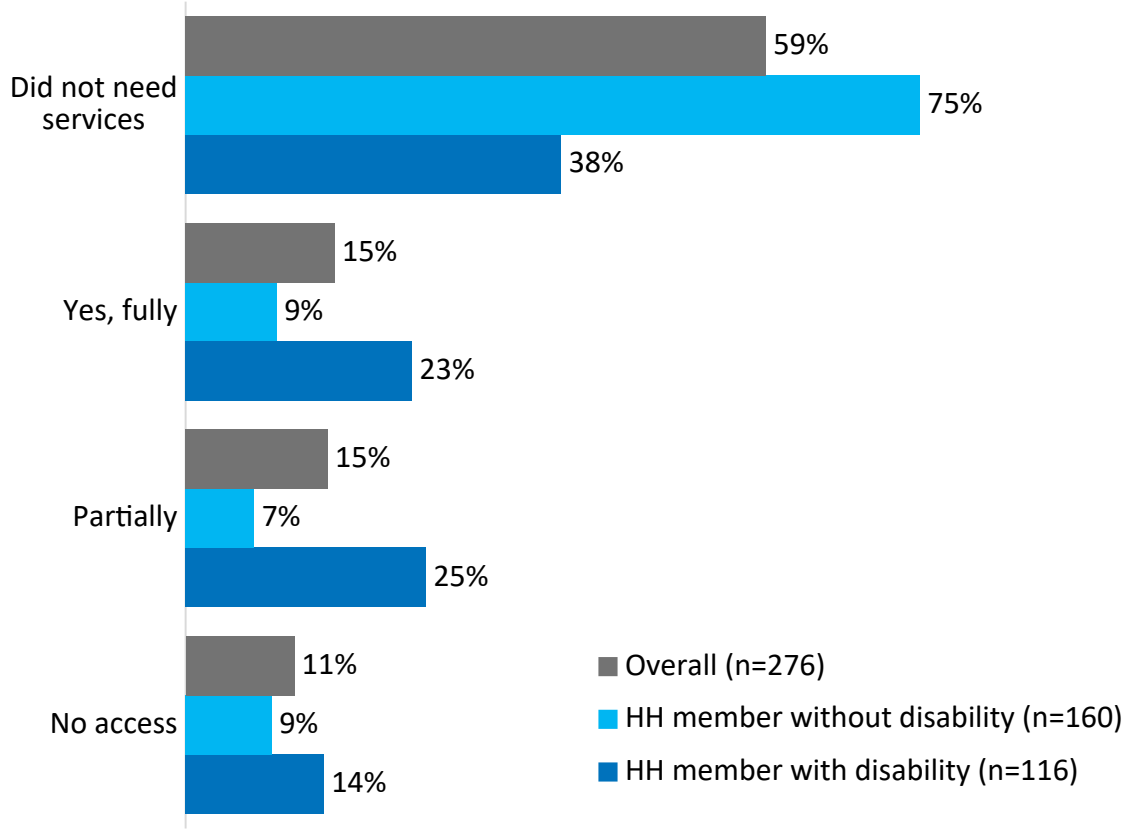
Note: Respondents could select multiple responses.

HEALTH

Regional Refugee Response for the Ukraine Situation

ACCESS TO REHABILITATION SERVICES

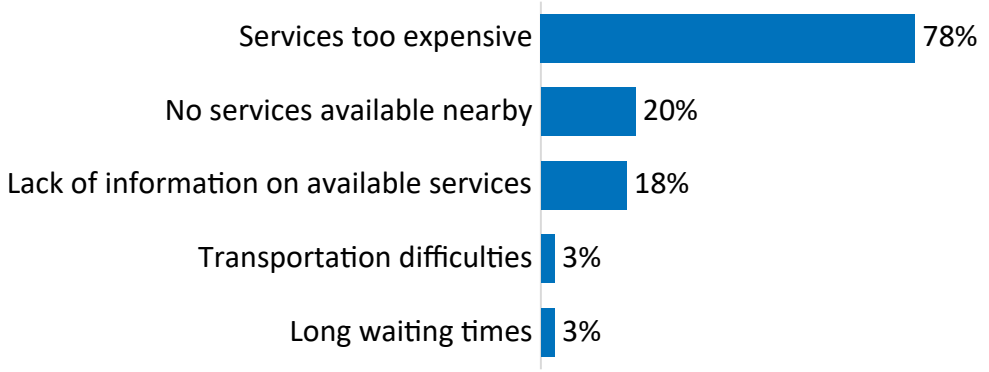
% of Ukrainian individuals (older persons aged 60 and above and people with disabilities) who reportedly accessed rehabilitation services and/or assistive devices in the 12 months prior to data collection in Moldova, by disability status (at least level 3



STATE-PROVIDED HEALTH INSURANCE

State-provided health insurance is accessible to Ukrainians who are beneficiaries of TP and have formally registered employment and pay taxes; however, those without formal jobs cannot purchase it. Furthermore, only **7%** of households (n=499) reported that **all eligible Ukrainian members had and were able to use this insurance**, and another **5%** reported having **at least one Ukrainian household member with state-provided health insurance**, but not all.

Main barriers to accessing rehabilitation services or assistive devices among older persons (60+) and persons with disabilities who did not access or only partially accessed these services in the past 12 months (n=67)



HEALTH

Regional Refugee Response for the Ukraine Situation

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS)

% of individuals who **experienced MHPSS issues** in the 4 weeks prior to data collection (n=940):

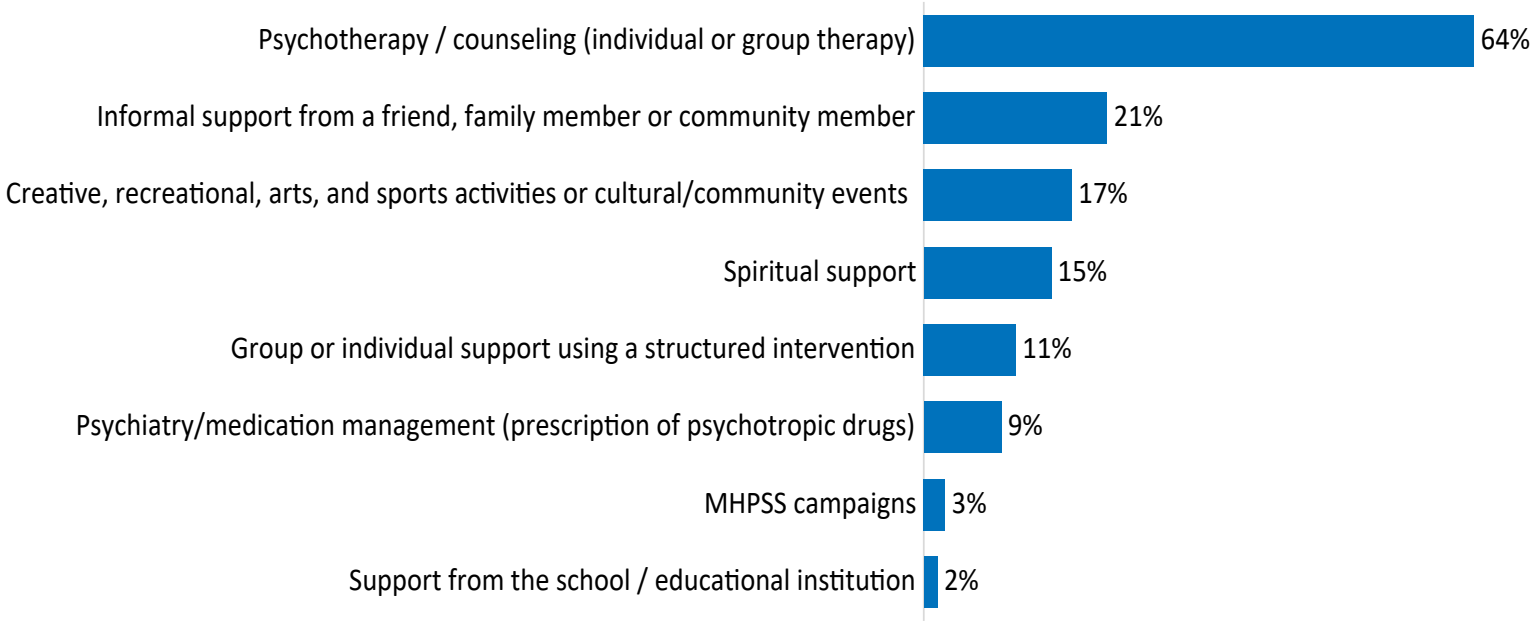
14%

% of individuals who **tried to access MHPSS services** in the 4 weeks prior to data collection (n=131):

36%

All individuals **received MHPSS services** in the 4 weeks prior to data collection (n=48)

% of individuals who received each type of MHPSS service in the 4 weeks prior to data collection (out of individuals who tried to access MHPSS services and received them, n=48)



Note: Respondents could select up to 3 responses.

Among those who accessed MHPSS services (n=48), most reported some improvement in their well-being: **37%** reported **significant improvement** and **44% slight improvement**, while **19%** reported **no improvement at all**.

THANK YOU FOR YOUR ATTENTION

Improving Health Access for Ukrainian Refugees

Natalia Vasyliuk, Health Mediator

Inter-Agency Refugee

HEALTH and NUTRITION

Technical Working Group

Улучшение доступа к медицинской помощи для лиц, получивших временную защиту в Республике Молдова

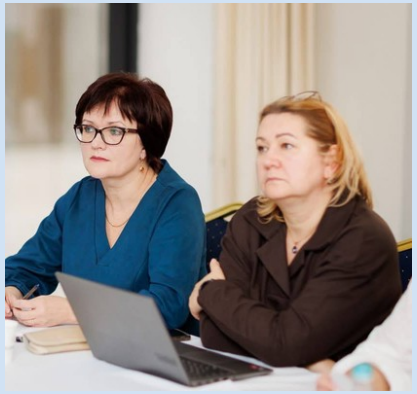
Медиаторы здоровья – кто мы и зачем нужны?

Мы — медиаторы здоровья, медицинские специалисты, представляющие Международную организацию по миграции (МОМ) в роли медиаторов здоровья.

Наша работа реализуется в рамках проекта МОМ совместно с Всемирной организацией здравоохранения (ВОЗ), в сотрудничестве с Министерством здравоохранения Республики Молдова и Национальной компанией медицинского страхования (CNAM).

Наша миссия — помогать людям, находящимся под временной защитой, ориентироваться в системе здравоохранения Республики Молдова и получать своевременную медицинскую помощь.

Обучение и тренинги



Кто мы и где работаем

В марте 2024 года, после специализированного обучения, к работе медиаторами здоровья приступили 10 профессионалов с медицинским образованием.

Наша деятельность охватывает не только Кишинёв, но и множество регионов страны, включая территории на левом берегу Днестра.

Что мы делаем

Мы разъясняем людям с временной защитой их право на медицинскую помощь и сопровождаем процесс регистрации у семейного врача.

Роль медиаторов здоровья

IOM
UN MIGRATION

- “Мост” между пациентом и врачом.
- Проводим информационные сессии.
- Помогаем заключить декларацию с семейным врачом.
- Решаем спорные/конфликтные ситуации в поликлиниках и больницах.
- Сопровождаем при необходимости (в

Лица, пользующиеся временной защитой, имеют право на:

- Догоспитальная скорая медицинская помощь (в случае неотложного состояния: звоните 112 — острая боль, потеря сознания, травмы, ожоги, высокая температура у ребёнка и др.)
- Первичная медицинская помощь (комплекс медицинских услуг у семейного врача: профилактические осмотры, вакцинация, дородовой и послеродовой уход, наблюдение новорождённых, назначение компенсируемых лекарств и медицинских изделий)
- Специализированная амбулаторная медицинская помощь (консультации узких специалистов — эндокринолог, кардиолог, гинеколог, уролог и др.)
- Стационарная медицинская помощь (в случае острых заболеваний и обострений хронических состояний — включая гинекологические и инфекционные
- Стоматологическая помощь (плановая и неотложная ургентная помощь)
- Онкологическая медицинская помощь (включая диагностику и лечение в специализированных учреждениях)
- Услуги гемодиализа (на амбулаторном и стационарном уровнях)
- Услуги психического здоровья и психосоциальной поддержки (через профильные учреждения, по направлению семейного врача или при содействии медиаторов)
- Медицинские осмотры из соображений общественного здравоохранения (включают меры профилактики и контроля инфекционных заболеваний: ВИЧ, туберкулёз, COVID-19, вирусный гепатит B и C)

IOM UN MIGRATION

IOM UN MIGRATION

Как мы работаем с людьми:

- Доступно разъясняем права на медицинские услуги для лиц с временной защитой — согласно утверждённому регламенту Единой программы обязательного медицинского страхования (на базе законодательства Минздрава РМ).
- Объясняем алгоритм обращения к врачу: как записаться, куда обратиться, где получить помощь.
- Разграничиваем понятия срочной и плановой помощи — когда вызывать скорую, когда обращаться по направлению.
- Сопровождаем бенефициаров в лечебные учреждения при постановке на учёт к семейному врачу.
- Информируем о доступных возможностях: вакцинация, лечение ВИЧ, туберкулёза, психиатрическая помощь и другое.

История успеха

Мероприятия посвященные Дню Здоровья

Вакцинации (профилактика инфекционных заболеваний)

НАША МИССИЯ

Доступ к качественной медицинской помощи для всех, кто в ней нуждается.

БЛАГОДАРИМ ЗА ПОДДЕРЖКУ И СОТРУДНИЧЕСТВО!!!

IOM UN MIGRATION

World Health Organization

CNAM
COMPANIA NAȚIONALĂ DE ASIGURĂRI ÎN MEDICINĂ

IOM UN MIGRATION

Health Communication and Social Cohesion Activities

Olesea Cazacu, NCUM

Inter-Agency Refugee

HEALTH and NUTRITION

Technical Working Group

ONLINE INFORMATION AND AWARENESS

Informing and Engaging Online

40 informational posts created and published
Information shared across **45** partner groups and **5** NCUM channels

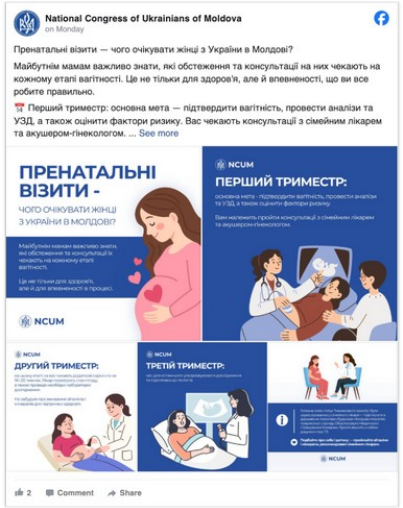
Total online reach: over **350,000** people
Online engagement on NCUM channels (reactions, comments, shares): **3567**

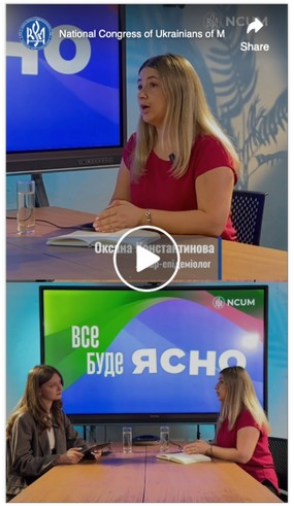
678 user questions answered in comments and in direct messeges

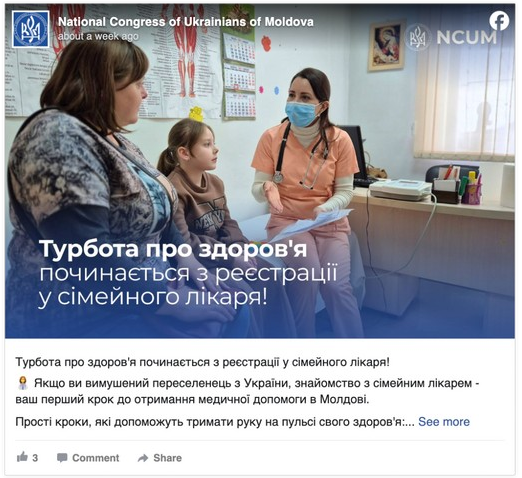
**Engagement on partner channels cannot be measured, as we are not their administrators.*

Topics covered: access to free medical services for refugees, vaccination, mental health and psychosocial support, promotion of a healthy lifestyle, integration of standards for pregnant women.

Result:
growing trust and demand for verified medical information.







ONLINE INFORMATION AND AWARENESS

Expert Voices and Real Answers

Podcasts: "Everything Will Be Clear"

5 podcasts recorded and published and ensuring the participation of a speaker in the "Știoțnevyk / Weekly" program on the national TV channel Moldova 1

Topics:

1.Importance of vaccination and child immunization aligned with back-to-school/kindergarten
👉 Watch the video **HERE**

2.National vaccination calendar and refugee access
👉 Watch the video **HERE**

3.Access to healthcare for refugees with Temporary Protection
👉 Watch the video **HERE**

4. Where to seek mental health support in Moldova.
👉 Watch the video **HERE**

5. Registration with a family doctor
👉 Watch the video **HERE**

6. Children with disabilities from Ukraine can apply for disability status in Moldova
👉 Watch the video **HERE** from 11:06 minutes.

Experts responded to comments collected by the NCUM team across **45** groups that we monitor for social listening and reporting purposes. This made the podcasts even more engaging and more responsive to the concerns and needs that Ukrainians are currently facing in Moldova.

The total number of views across NCUM channels was **9,808**, while the audience of the "Știoțnevyk / Weekly" program on Moldova 1 reached **25,000**.

To increase the number of views, key expert answers were adapted into short social media reels. Additionally, podcast links were shared across **45** partner groups, reaching both refugees and members of the host community.

Result:
refugees receive reliable answers directly from professionals.

COMMUNITY-BASED ACTIVITIES FOR MOTHERS AND CHILDREN

Empowering Mothers through Community Support

4 offline events at the Ukrainian House, Chișinău

Total participants:
48+ women (pregnant and young mothers)

Topics:
1.Breastfeeding Caravan — newborn care, maternal nutrition, and infant first aid

2.Art Therapy: Mandala — emotional resilience and stress reduction through creativity

3.Nutrition and Culinary Session

4.Psychological Support Group

Experts: pediatrician, nutritionist, breastfeeding consultant, first aid instructor, art therapist,

Result:
- Increased confidence in newborn care
- Reduced anxiety and improved emotional well-being
- Strengthened mutual support among women
- Participants gained practical nutrition knowledge and confidence in preparing healthy, balanced meals for themselves and their families.

IMPACT IN NUMBERS AND FEELINGS

Content Created and Online Reach

- **40** informational posts
- **5** expert podcasts and one TV interview
- **678** user questions answered in comments
- Information shared across **45 partner groups + 5 NCUM channels**
- Total online reach: **350,000+** people **with the largest group counting**
- **100 500 members -** Ukrainian refugees and members of the host community
- Online engagement on NCUM channels (reactions, comments, shares, views): **13 375**

**Engagement on partner channels cannot be measured, as we are not their administrators.*

Offline Activities and Community Engagement

- **4** social cohesion events and info sessions
- **48+** participants in offline activities

Funded by the European Union

World Health Organization
European Region

NCUM

“Information builds trust — trust builds resilience.”

Thank you!

Action points

Conclusions and next steps

Thank you!

Inter-Agency Refugee

HEALTH and NUTRITION

Technical Working Group

Finanțat de
Uniunea Europeană