

Notes from Romania Refugee Coordination Forum Health WG

22 June 2022, online 13:30-15:00 (Bucharest time)

Agenda

1. Free talk with Mihaela Tanase, spokesperson for National Health Insurance House
2. WHO's an update from Romexpo: intro family physicians, MHPSS, Actions Sante Femmes services
3. Insights / Health services study update – Yana Sazonova
4. AOB - Partners may offer an overview of activities/ concerns on an ad-hoc basis.

Topics discussed

Summary of the questions and answers with the National Health Insurance House (NHIH):

- **Q:** Medical providers cannot register Ukrainian people with temporary protection status in the health system, including children.
- **A:** All people with temporary protection status should be registered in a separate list after that, medical providers will be able to record all the services and issue medicine prescriptions. Children should be registered using the same procedure as an insured citizen – this question will require additional clarification and follow-up from NHIH.
- **Q:** The registration procedure of people with temporary protection status is time-consuming, and many health providers refuse to register Ukrainians, considering that they are paid only for services, not per capita. In case we cannot reimburse services using the per capita approach, we should consider increasing payment per service.
- **A:** that's correct – medical services for people with temporary protection status are paid per service, not per capita. NHIH cannot use the per capita payment approach considering the Ukrainian people's short-term stay or transit status. If Ukrainian people are employed in Romania, they will receive insurance, and services will be reimbursed per capita (the same as Romanian citizens).
- **Q:** There are different statuses of Ukrainian people in Romania: transit status, asylum status, and temporary protected status, children. The information on how to register each of those and what services are available should be provided to medical workers.
- **A:** NHIH will share the instructions for each category.
- **Q:** Request to provide instructions and clarification on checking vaccination status if there are no vaccination certificates. There is a concern that Ukrainian and Romanian vaccination schedules are different.
- **A:** GPs were instructed about vaccination: Ukrainian vaccination certificates are acceptable; parents also might share the picture of the certificates if they don't have a certificate with them. GPs were instructed to continue vaccination if several doses were already done according to the Ukrainian schedule. Schools will require vaccination

certificates only when children change their level of education (e.g., from primary to secondary). However, meantime, GPs and school nurses might monitor the vaccination status and provide referrals/vaccinations if necessary.

- **Q:** Many Ukrainians, including mothers with children, ask questions in Romexpo about their access to healthcare services. Request to share instructions about referrals for primary and specialized care when people don't have emerging needs.
- **A:** They should be referred to GPs. GPs will register them in the healthcare system and provide instructions about vaccination and any other services. People with diagnosed chronic diseases can go directly to specialized doctors to get prescriptions for medication and continue their treatment.

- **Q:** Request to provide step-by-step instructions about the registration process for people from Ukraine.
- **A:** Such instructions were sent to GPs. Also, such instructions can be found on county health insurance houses websites, for instance:
<http://www.casan.ro/casil/post/type/local/modificari-in-metodologia-de-acordare-a-serviciilor-medicale-pentru-refugiati-din-ucraina.html> (attached for easy reference).

- **Q:** The pharmacy staff is not aware of how to dispense free-of-charge medications to Ukrainian with a doctor's prescription. There were cases of refusals to provide the medicine to Ukrainians in the pharmacies. GPs spend additional time communicating with pharmacies.
- **A:** All issued prescriptions should be recorded in the system. Pharmacy staff should follow the same procedure as any other patients.

- **Q:** Contraception medications are not available for both Ukrainians and Romanians, free of charge, the same as abortions. There is a high need to include such services in insurance coverage.
- **A:** Only emergency cases are covered by insurance. This question will require follow-up answers and steps.

- **Q:** Sinevo provided blood tests for people from Ukraine, but now those services are unavailable. Where should we refer people who need such tests?
- **A:** People should go to GP and receive their referrals to the lab if necessary.

All the follow-up answers, as well as new questions, should be sent to Cassandra-Andreea Butu (butua@who.int). She will summarize and share with the group to be sure that everyone is aware of the follow-up process.

WHO's updates:

- Three medical cabinets were opened in Romexpo that include a family doctor, midwife, family planning doctor, and psychologist. The translation services will be available for each of the cabinets.

- The cabinets will start work next week. The working schedule will be shared with the group.
 - o Walk-in appointments available, don't need to schedule
 - o Child friendly space
- Leaflets with information on how mental health services can be received were developed. The leaflets will be shared with the group.

Presentation on Behavior Insights qualitative study, Yana Sazonova (slides provided)

- Preliminary results, analysis done by end of month
- 6-7 July stakeholder meeting planned, health partners to be invited
- 25 key informant interviews including officials, health workers, local authority/social services, NGOs
- Preliminary findings: incomplete information about access to health services and perceived cost of services, word of mouth and volunteers are important for communicating information, language is a barrier and lack of translators

Insights / Health services study update

- Preliminary findings of the qualitative study were presented.
- Key findings: participants have incomplete information about accessing health services, concerns about perceived cost of services, real people experience is the most trustful source of information, the role of volunteers is extremely important, language is a significant barrier to access and receiving medical services, people still have a connection with their doctors in Ukraine/ consult them when possible, participants rate medical services in Romania higher than at home, especially for critical care such as dialysis or cancer treatment.
- The presentation will be shared with the group.
- Final results will be presented during the Stakeholder meetings that are planned to be conducted on July 6-7, 2022. The invitations to the meeting are forthcoming.

AOB:

- Dr Marius Bradatan, State Secretary, Ministry of Health
 - o The Romania Government website with information for Ukrainian refugees is functioning now. The website contains varified information about legal status, rights, and services available (<https://protectieucraina.gov.ro>)
 - o State Secretary present to listen to perspectives of health partners and providers
 - o Website platform launched, with six directorates committed to supporting integration of people from Ukraine – Q&A has many answers to questions from today, to be distributed
 - o Whatever the status of person they can go to ER and get services/medication, in theory services should not be limited