



YOUR PATIENT/CLIENT SEEMS THAT DO NOT TRUSTS AND IS AFRAID OF THE HEALTH/SOCIAL STRUCTURE AND ITS PERSONNEL.

A feeling of safety is very important when building efficient therapeutic relationships. Many times individuals of different cultural backgrounds feel insecure in their interaction with healthcare or social services. Unfamiliarity or mistrust towards the host country's health system, maybe due to previous traumatic experiences, the lack of language knowledge and the fear that potential irregularities might be reported to migration services are some of the most common reasons for that. The concept of confidentiality is very crucial here, because individuals need to be ensured about the security of the information they will provide. A safe environment and efficient communication is needed in order to have high patient satisfaction and a good therapeutic relationship.

PRACTICAL EXAMPLE

A young pregnant woman from Nigeria is housed in a women's shelter and needs to do some examinations to monitor her pregnancy. She has had bad experiences with doctors in her home country and she does not trust a male doctor to proceed with her gynaecological examination. She also, feels uncomfortable being in a medical office, because she fears that they could have some connection with migration services. A professional (woman) from the shelter will accompany her for the whole duration of the examination.

SOLUTION

The professional from the women's shelter could call in advance, the medical office to explain the issue and arrange a consultation with a female doctor to help the woman feel more comfortable and safer. The midwife and/or doctor could then, present the scope of the examination using also, visual aids e.g. leaflets or images.

OPTION
01

Ensure your patient/client that you are here to help. Clarify your position and that you have no connection with migration services.

OPTION
02

Explain the concept of confidentiality between you and her/him, make them feel safe and secure about the information they will share.

OPTION
03

Speak in a simple manner and friendly tone. Try to make your patient/client feel safe and welcome. Give time to the person to open up and show her/him empathy.

OPTION
04

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