



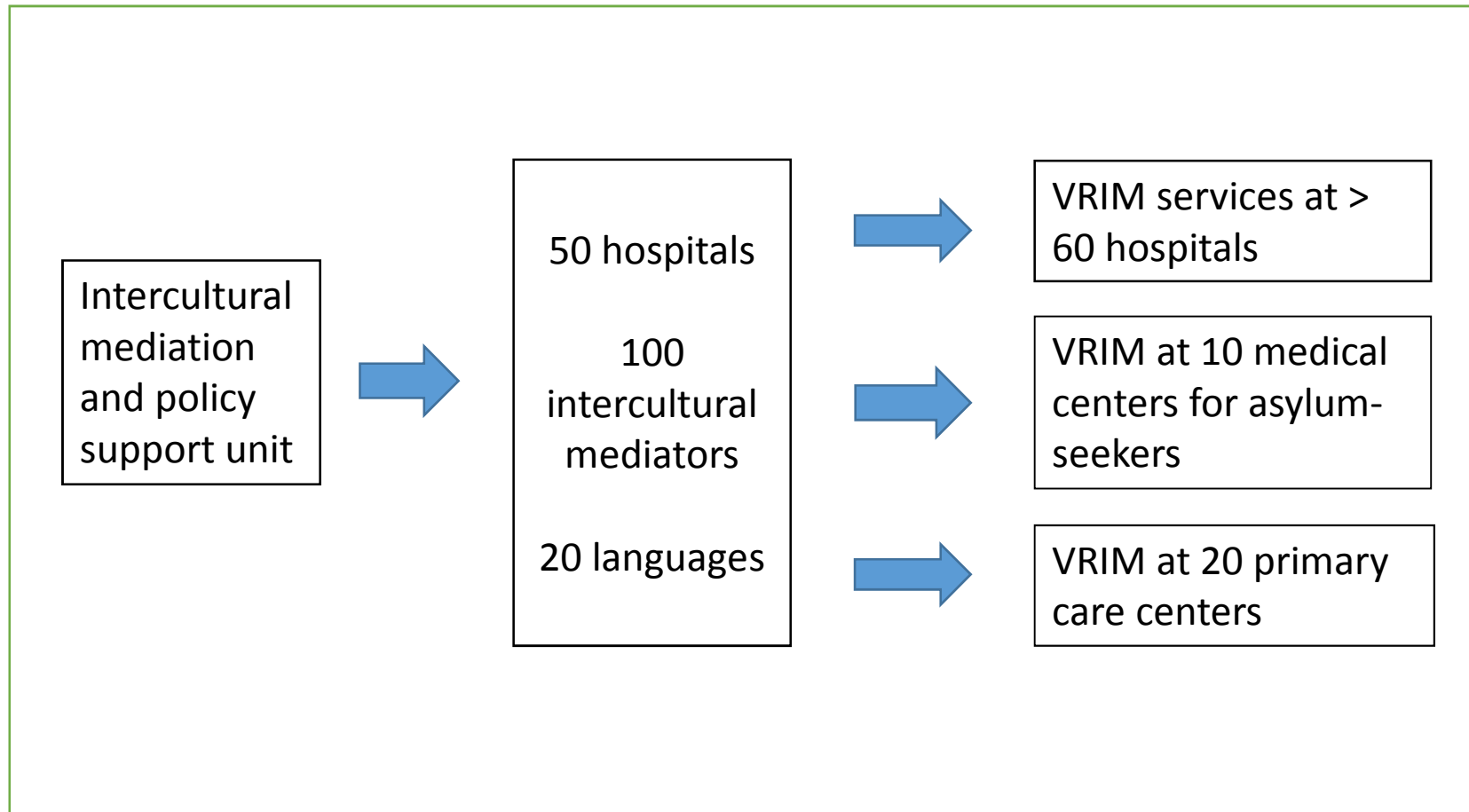
Using video remote intercultural mediation (**VRIM**) to provide equitable care to refugees and migrants

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The VRIM-program





Why VRIM?

- Link between unresolved linguistic/cultural barriers and accessibility + quality of care
- Ethical imperative to provide equitable care
- Growing diversity + budgetary constraints
- Distribution of migrants and ethnic minorities over the territory

- Absence of intercultural mediators in primary care

How?

Development of the intercultural app

The screenshot shows a web browser window with the URL <https://intercultbe.appspot.com/afspraak-nu.html>. The page header includes logos for the service public fédéral (SANTÉ PUBLIQUE, SECURITE DE LA CHAÎNE ALIMENTAIRE ET ENVIRONNEMENT), the federale overheidsdienst (VOLKSGEZONDHEID, VEILIGHEID VAN DE VOEDSELKETTEN EN LEEFMILIEU), and INAMI-RIZIV. The main content area features a navigation bar with 'Home', 'Nu afspraak maken', and 'Afspraak op later tijdstip'. Below this is a search section titled 'Zoek bemiddelaar' with a dropdown menu for 'Kies een taal' (set to 'Modern Standaard Arabisch') and a text input field for 'Bemiddelaar' (containing 'naam of voornaam'). A blue 'Zoeken' button is positioned below the input field. The footer contains the copyright notice '© Riziv'.

Preliminary evaluation

- Evidence-base is very limited (literature review, consultation of experts)
- Privacy concerns, 'PIA' → use of professional accounts → increase cost
- Development of the app

- Technology is less reliable + dependence on ICT-department in health care organizations
- Initial reluctance in intercultural mediators → positive evaluation of the program

- Initial reluctance in health care providers → importance of positive experiences (slow uptake)
- Is used – against our initial advice – during psychiatric interventions and ‘emotional’ interventions
- Positively evaluated by patients

- Importance of the integration of the program in a comprehensive equity policy in the health care organization



Decision to further develop the work with the TF Migration, Equity & Diversity by the Minister of Health

More information?

www.intercult.be

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