

HELPNOW HUB – NOW

SUPPORT THAT CAN'T WAIT

PREVIOUS REPORTS

20.06.2022 situation report:
Humanitarian Convoys of the APH: 111 DAYS ON THE ROAD, 111 DAYS OF AID [Read the report](#)

10.06.2022 situation report:
Viral Hepatitis C [Read the report](#)

03.06.2022 situation report:
100 days for war [Read the report](#)

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POST-OCCUPATION: regions liberated from Russian occupation [Read the report](#)

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Internally displaced people and refugees [Read the report](#)

08.04.2022 situation report №8.
Humanitarian aid [Read the report](#)

04.04.2022 situation report №7.
Situation in the temporarily occupied territories of Kherson and Kherson region. [Read the report](#)

31.03.2022 situation report №6.
Opioid Agonist Treatment (OAT). [Read the report](#)

26.03.2022 situation report №5.
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23.03.2022 situational report №4.
Situation in Mariupol [Read the report](#)

21.03.2022 situation report №3.
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14.03.2022 situation report №2.
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8.03.2022 situation report №1.
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In early March 2022, a week since the start of the Russian war against Ukraine, the Alliance for Public Health developed and launched a unique service to support PLHIV and KPs facing difficulties in accessing treatment and other necessary services.

The necessity to leave their homes and become internally displaced persons or refugees in other countries created an additional barrier to accessing vital services and put under threat their adherence to treatment and their lives.

The #HelpNow service made it possible to reach out to people in need easily using various methods. Now, the Hub's team can promptly inform these people and direct them to a service they need in their new (temporary) location.

The service was very timely and efficient. Other organizations, public institutions, national and international partners began redirecting their clients to the service.

In April 2022, Alliance Consultancy started the implementation of the emergency project "Emergency response in connection with the war to support internally displaced people within Ukraine and Ukrainian refugees abroad amongst the representatives of key populations and PLHIV" (Help Now Hub, Emergency Response, Regional Project SoS 2.0)". The project is implemented by Alliance Consultancy within the frames of the Regional Program of APH #SoS_Project 2.0, with the financial support of the Global Fund, in partnership with the Public Health Center of the Ministry of Health of Ukraine.

The project's primary objective is to provide support and assistance to Ukrainian refugees from the key populations who have become refugees or internally displaced persons as a result of Russia's attack on Ukraine. The support and assistance mean giving access to information resources, redirecting people to relevant therapy services providing appropriate treatment (ART - antiretroviral treatment, OST/OAT, anti-tuberculosis drugs, hepatitis treatment, hormonal therapy, etc.) or social services: psychological, legal, and social support.

More Than

10954

Ukrainians asked for assistance and received

from almost

40

countries worldwide

STATISTICS ON HELPNOW SERVICE AS OF SEPTEMBER

Number of requests

2222

Total number of coordinated requests

2091

from abroad

1045

341

313

from Ukraine

172

180

171

1217 for ART / HIV

521 for OST

484 for other assistance (tuberculosis, hepatitis, etc.)

ONLINE CONSULTATIONS BY HELPNOW MDS

3069

online consultations were provided by HelpNow doctors to HIV-positive Ukrainian refugees currently in other countries



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UKRAINIAN



During the first months of the project implementation, the HelpNow service developed into a complex **HelpNow HUB** with the key functions of **“Information - Navigation - Coordination”** to provide comprehensive support, ensuring access to essential services for the key populations within and out of Ukraine. In particular, while implementing the service, the project team identified several areas where more significant or additional support is required. During project implementation, we were able to broaden the service by adding:



- Resource website - **HelpNow HUB online platform HelpNow.apf.org.ua** with comprehensive information on a wide range of topics for PLHIV and KPs in a (growing) number of “destination” countries that are constantly updated and actualized. HelpNow HUB serves as a joint/single entry point for accessing a wide range of information, materials, and services for Ukrainian refugees among key populations, including direct redirection to different services from the HUB web page.

- Two virtual hubs in **Poland (HelpNow PL Hub)** and **Germany (HelpNow DE Hub)**. Ukrainian speaking info line with a wide range of aspects such as directing to the existing in-country medical services as well as providing psycho-social support, including mental health issues, legal and translation services covered by peer/professional consultants on ad hoc individual basis based on incoming requests.

- An integrated comprehensive support system built on the existing local solid NGO response in **Moldova (Intiativa Pozitiva)**.

- Development of the alternative/additional opportunities of access to the clinical consultation service online by creating the **HelpNow Doctor (Clinical Hub)** - online clinic, medical consultation service on the basis of the existing virtual clinic established by the Alliance - Help24 (www.help24.org.ua).

- Direct humanitarian/social support is managed through the info line by accepting written requests from those especially in need (e.g., people with disabilities, pregnant women, women with many children, etc.) and is addressed on a case-by-case basis.

Online Hub #HelpNow - Help That Can't Wait

What can a person get on the Online Platform #HelpNowHUB?



1 An online hub provides access from a **single entry point to a variety of helpful information and materials** for key communities and PLHIV coming to host countries;

Get an **online consultation** from **Online Doctors #HelpNow**

Ask for **humanitarian and social assistance** or **support**;

Contact **hotline consultants** to get information about **temporary shelters** for key populations and much more.

Here you can request **information on access to needed treatment in countries**, receive information on **ARV therapy, OST, hormone therapy, tuberculosis, and viral hepatitis treatment, psychological consultations, and support, and consult the roadmaps and recommendations for KP's**;

2 In the **«HUBS»** section of the online platform, you can learn more about the assistance provided by our **representative offices in Poland and Germany** and the **partner hub in Moldova**, helping directly in the host country. These offices are responsible for humanitarian and social assistance, support in receiving the necessary treatment, consultations of psychologists, lawyers, on an equal level, doctors, and social support.

Hubs have **information lines** that quickly provide the help you need.

HELP NOW hub GERMANY

БЕЗКОШТОВНА ДОПОМОГА В НІМЕЧЧИНІ ДЛЯ ПАЦІЄНТІВ — ПЕРЕСЕЛЕНЦІВ ІЗ УКРАЇНИ

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Психологічна підтримка

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Долучайтесь до чату в Telegram

HELP NOW hub POLAND

ПРОДОВЖУЙТЕ ЛІКУВАННЯ!

ДОПОМОГА УКРАЇНЦЯМ В ПОЛЬЩІ ДЛЯ ОТРИМАННЯ ДОСТУПУ ДО ЛІКУВАННЯ

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Online Hub #HelpNow - Help That Can't Wait

3

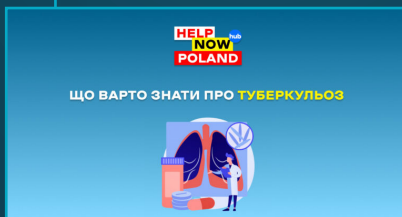
More information for key groups can be found in the **Countries section** (currently available for nine countries with the essential information ranging from entry into the country to contacts of medical institutions) or **Useful Materials**, where we collect the most relevant and useful materials and news.



HELP NOW POLAND
ВАЖЛИВІ НОВИНИ ДЛЯ ПАЦІЄНТІВ, ЩО ПОТРЕБУЮТЬ ДОСТУПУ ДО ЛІКУВАННЯ ТУБЕРКУЛЬОЗУ В ПОЛЬЩІ



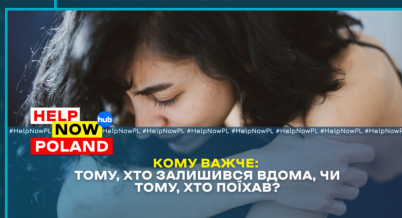
HELP NOW GERMANY
МАРШРУТ ПАЦІЄНТІВ ЗПТ(ПТАО) (НІМЕЧЧИНА)



HELP NOW POLAND
ЩО ВАРТО ЗНАТИ ПРО ТУБЕРКУЛЬОЗ



HELP NOW GERMANY
ПРАКТИЧНІ ПОРАДИ ДЛЯ ОСІВ З ВІЛ+ У НІМЕЧЧИНІ



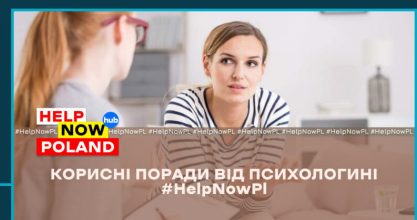
HELP NOW POLAND
КОМУ ВАЖЧЕ: ТОМУ, ХТО ЗАЛИШИВСЯ ВДОМА, ЧИ ТОМУ, ХТО ПОЇХАВ?



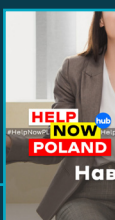
HELP NOW POLAND
ТЕСПОРУЧ: ЗАПРАЦЮВАВ ЧАТ-БОТ, ЯКИЙ ДОПОМОЖЕ ОЦІНИТИ РИЗИК НА ВІД І ЗНАЙТИ НАЙКРАЩИЙ МАРШРУТ ДЛЯ ТЕСТУВАННЯ



HELP NOW POLAND
ПІДТРИМАЙ СЕБЕ ТА РІДНИХ

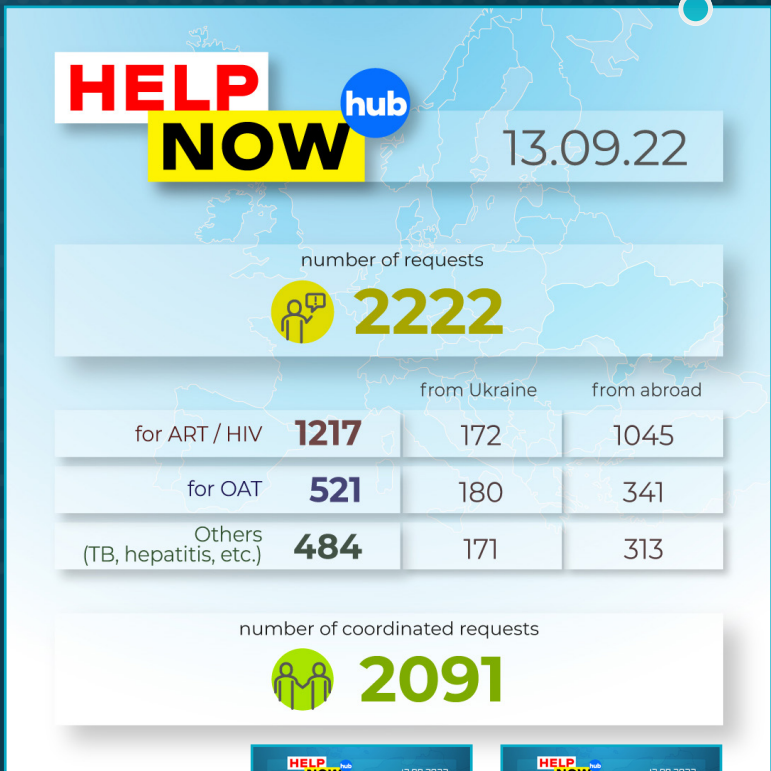


HELP NOW POLAND
КОРИСНІ ПОРАДИ ВІД ПСИХОЛОГІНІ #HelpNowPL



HELP NOW POLAND
НАВ

However, the most interesting section is the **Statistics section**. It is interesting because we see here the **amount of help that we were able to provide**, analyze, and expand the work of our services and know that we are moving in the right direction to help every Ukrainian who needs it



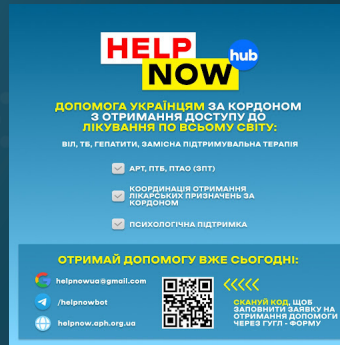
Online Hub #HelpNow - Help That Can't Wait

4

In the «[Online Help](#)» section, you will meet our Hub's key services

Here, you can use **all available services** of the project and HelpNow Hub.

You will be able to get individualized **care** through HelpNow Service (ARV, OST, TB drugs, viral hepatitis drugs, hormone therapy, humanitarian, social and psychological assistance both in Ukraine and abroad)



The **#HelpNow service** provides Ukrainians with information on how to access ART, RRT, anti-tuberculosis drugs, anti-viral hepatitis drugs, hormone therapy, and social and psychological assistance both in Ukraine and abroad through the following communication channels: Telegram, Facebook, Instagram, email or Google Form.

Or make an appointment and get a consultation with online doctors of **#HelpNow Clinical HUB**.

HELP NOW CLINICAL hub

HelpNOW Online Doctor

The team of Ukrainian doctors working with HelpNow, strives to provide adequate medical support and online support based on the principle of «telemedicine». This team focuses on the needs of Ukrainians who live with HIV or need infection prevention, who were forced to move within the country or abroad, who found themselves in conditions of damaged medical infrastructure and logistics as a result of Russia's war against Ukraine. <https://help24.org.ua/>

This section opens a **possibility of redirecting to Hubs in Poland, Germany and Moldova** for direct assistance in other countries.

#HelpNowPL

provides support to representatives of key groups and HIV+ people who were forced to leave Ukraine and stay now in Poland. The Hub allows you to navigate your options and regain access to treatment and services.

#HelpNowDE

targets migrant patients from Ukraine who need to receive ART, HT, and treatment for TB and viral hepatitis.

#HelpNowMD

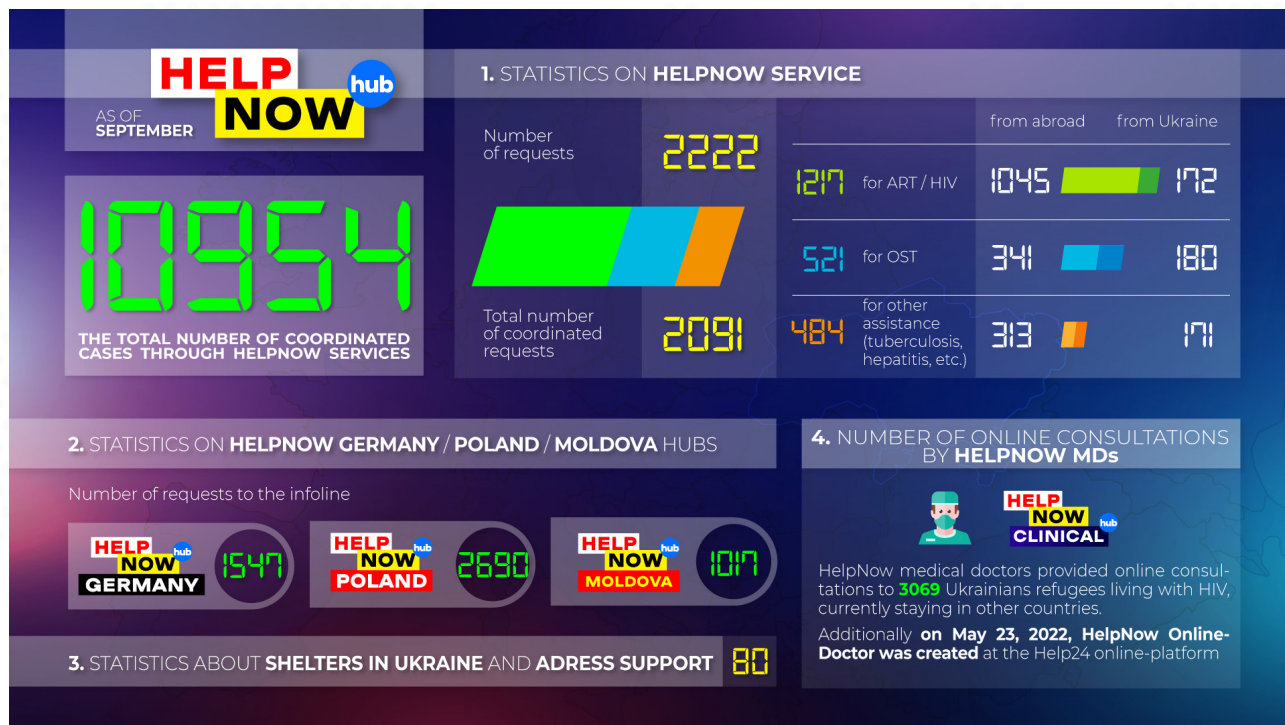
The Partner Hub of «Positive Initiative» organization is operating in Moldova. #HelpNow Moldova provides support to representatives of key populations and HIV+ people who were forced to leave Ukraine and are currently in Moldova.

On the website, you can **ask for targeted humanitarian assistance** for Ukrainian refugees, as well as **access information about shelters** in the country.



WE WON'T STOP THERE, AND WE WILL DEVELOP OUR SERVICE FURTHER TO HELP AS MANY UKRAINIANS FROM AMONG THE PLHIV AND KEY POPULATION WHO NEED HELP IN THESE DIFFICULT TIMES AS POSSIBLE)

As of September 2022, **more than 10954 Ukrainians** from almost 40 countries worldwide asked for assistance and received it through all of HelpNow services (#HelpNow Service, #HelpNowPL, #HelpNowDE, #HelpNowClinicalHUB, direct social support). The most extensive number of requests from key groups representatives comes from Poland, Germany, France, the Czech Republic, Italy, and Spain.



Within the frames of informational support, **more than 45 publications** appeared on the HUB web page, including around 15 educational and informational materials and publications for key populations.



Our unique and innovative features are:

- Comprehensive approach to addressing the response - a combination of providing information with an individual approach and virtual (and sometimes real-life) case management and addressing social and humanitarian support.
- Using digital technology and combining it with high-level medical professionals - developing the medical professionals' capacity and strengthening their opportunity and possibility to give a better response to the situation as well as providing the client with the easiest/most convenient method of communication and collaboration with the doctor
- Community-led/peer support in countries - our teams/info lines include representatives of target communities that offer peer-to-peer counseling consultations based on their own experience
- A strong referral and navigation between the components of the projects as well as existing services. Entering the HUB and web page, the patient has the possibility from one entry point to request and receive information, receive coordination and navigation services and support, and request technical support and direct services.
- Development of patients' algorithms - unique user-friendly materials that guide the client through the process from leaving their home city/Ukraine to undergoing all necessary registration processes and receiving all social support and required medical and related services.
- Including the Clinical component to the comprehensive package of services within the HelpNow Hub and integration of our efforts with the HIV Healthcare system of Ukraine. In partnership and close coordination with the Public Health Center of the MOH of Ukraine, we created a network of medical doctors – infectious diseases specialists who are currently directly involved in HIV care in Ukraine. This group of medical doctors includes 26 HIV specialists from all regions of Ukraine, with a median experience in HIV care of 19 years. HelpNow doctors are providing medical care to internally displaced patients with HIV, provide online consulting of Ukrainian patients both in Ukraine and in other countries using all possible online communication measured, including the online platform for clinical consultations (Help24), and they are directly involved in the Data sharing algorithm created by the PHC of the MOH of Ukraine together with international partners – WHO, CHIP, EACS, ECEE and ECDC (<https://apps.who.int/iris/bitstream/handle/10665/353083/WHO-EURO-2022-5288-45052-64211-eng.pdf?sequence=2&isAllowed=y>).
- Regarding the online consulting of Ukrainian patients using the online platform for clinical consultations (Help24), on May 23, HelpNow Hub introduced a unique Ukraine approach, creating a depersonalized profile of a medical doctor, providing access to online HIV care for Ukrainian patient from 9 am till 9 pm every day, seven days a week (doctors have one 4-hour shift/week).
- As of September 1, #HelpNow doctors provided 3069 online medical consultations to Ukrainian refugees living with HIV who are currently staying in other countries using all available online communication methods, including the platform.

We do not stop there, and we will develop our service further to help as many Ukrainians from among the PLHIV and key population who need help in these difficult times as possible)

To be continued...

TOGETHER WE SHALL WIN! GLORY TO UKRAINE!

Make a Donation



DONATION

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