

HELP NOW hub



#HELPNOW HUB

Support that can't wait

ANNUAL REPORT, 2022

PREVIOUS REPORTS

23.09.2022 **situation report: #HelpNow HUB: 6 months being near you to help where you are!** [Read the report](#)

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

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8.03.2022 **situation report №1.** [Read the report](#)

Main results and outcomes

As of the December 30th, 2022 the project has achieved the following results / outcomes:



2. STATISTICS ON HELPNOWHUB SERVICES

Total number of coordinated requests



3. TOTAL ADDRESS SOCIAL SUPPORT 97

1. STATISTICS ON HELPNOW SERVICES



| | |
|-----------------------------|------|
| For access to ARV | 3759 |
| For access to OAT | 1148 |
| For access to Social issues | 3500 |
| For access to TB/Hepatitis | 293 |
| Other requests | 1033 |

4. NUMBER OF ONLINE CONSULTATIONS BY HELPNOW MDs



HelpNow medical doctors provided online consultations to **5351** Ukrainians refugees living with HIV, currently staying in other countries. Additionally on May 23 HelpNow Online Doctor was created at the Help24 online platform, and **621** consultations were provided through the platform.



Background:

In the first days of March 2022, a week since the start of the Russian war against Ukraine, the APH developed and launched a unique service to support PLHIV and KPs that have been faced with difficulties in accessing treatment and other necessary services. The necessity to leave their homes and become internally displaced persons or refugees in other countries, has created an additional barrier for accessing vital services and has 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.

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 was 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 in 2022 was **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.

In the ten months, since March to December 2022 more than **15800** requests from Ukrainians in 47 countries around the world and within Ukraine came through the #HelpNowHUB and were coordinated by #HelpNow Service, #HelpNowPL, #HelpNowDE, #HelpNowClinicalHUB and direct social support. The biggest number of requests from key groups representatives (besides Ukraine) comes from Poland, Germany, the Czech Republic, Italy and France.

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 (Initiativa Pozitiva) and in Estonia (EHPV)**.

- 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.

Results: #HelpNow Service

2519 coordinated requests



During the project implementation, **HelpNow** service developed into a complex HelpNow HUB with the key functions of **“Information - Navigation - Coordination”** to provide comprehensive support aimed to ensure access to vitally important services for key populations within and out of Ukraine.

In total, more than **2500** requests related to the topics of relevance of the Service were coordinated during 10 months. The majority of the requests, **55%** is related to the access to anti-retroviral therapy for PLHIV in host countries, while all the other requests, including access to OAT and other treatments all together are **45%**.


More than 400 persons have participated in a survey regarding the #HelpNow services for key populations and access to it.

Among the participants of the survey, 74% identified themselves as women, 24% as men, and almost 1% as trans people. The majority of respondents - 58% are aged 36-50 years old, and 27% are 21-35 years old. **Almost 77%** of all respondents are taking ARV therapy, and **18%** on OAT.

71% of all respondents had interruptions in their therapy during and due to the war, however the most majority of respondents - **86%** of all respondents currently continue to receive their treatment.


more than
2500
requests were coordinated


from
40
countries worldwide


55%
requests is related to the access to ART


almost
77%
are taking ARV therapy

Among the requested services for key populations, it's worth to mention: support in accessing the primary treatment for key populations, integration to healthcare services, psychological help and support, financial and other social/humanitarian support, language related support and others.

During this 10 month of the providing support, we have collected and shared through

our web-page and communication channels **almost 40 stories** of the help provided. With the support of other Services within the frames of the project, we have prepared and published **almost 50 recommendations**, roadmaps, tips and suggestions for Ukrainian refugees among Key Populations. Our psychologists working with the Hubs in Poland and Germany have prepared and published **24 psychological recommendations** for the key populations.



almost
40
stories of the help provided

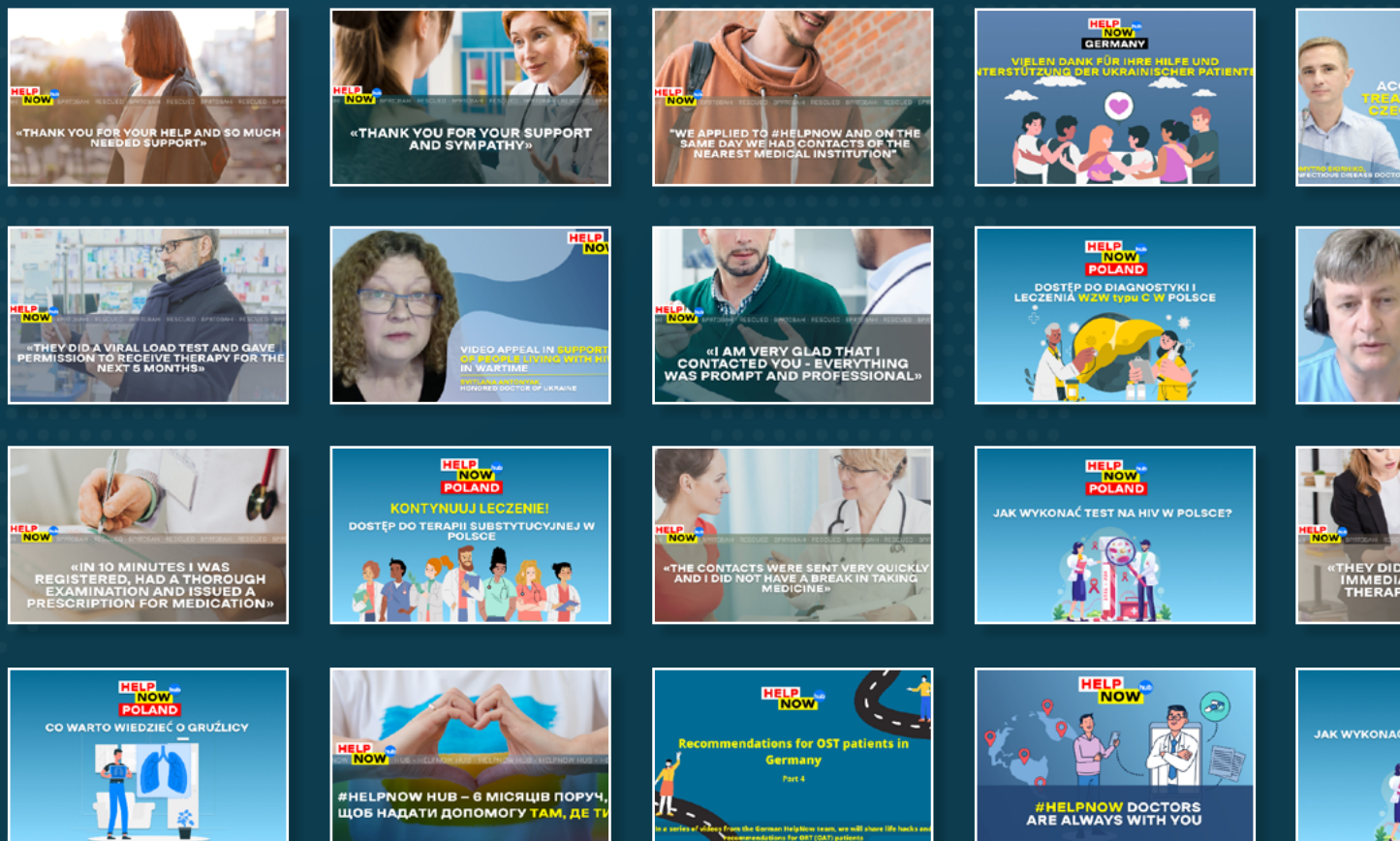


almost
50
roadmaps, tips and suggestions



published
24
psychological recommendations

You can find the Stories of the provided support, as well as many other useful information through our web-page section Usefull Materials: <https://helpnow.aph.org.ua/en/korisni-materiali/>





ДОПОМОГА УКРАЇНЦЯМ З КЛЮЧОВИХ ГРУП НАСЕЛЕННЯ ЗА КОРДОНОМ З ОТРИМАННЯ ДОСТУПУ ДО ЛІКУВАННЯ ПО ВСЬОМУ СВІТУ:

ВІЛ, ТБ, ГЕПАТИТИ, ЗАМІСНА ПІДТРИМУВАЛЬНА ТЕРАПІЯ, ГОРМОНАЛЬНА ТЕРАПІЯ

- ✓ АРТ, ПТБ, ПТАО (ЗПТ)
- ✓ ПСИХОЛОГІЧНА ПІДТРИМКА
- ✓ ПРАВОВА ДОПОМОГА
- ✓ ОНЛАЙН-ЛІКАР HELPNOW
- ✓ ІНФОРМАЦІЯ ПРО COVID (ВАКЦИНАЦІЯ, ТЕСТУВАННЯ)

ОТРИМАЙ ДОПОМОГУ ВЖЕ СЬОГОДНІ:

 helpnowua@gmail.com

 [/helpnowbot](https://t.me/helpnowbot)

 helpnow.aph.org.ua



СКАНУЙ КОД, ЩОБ ЗАПОВНИТИ ЗАЯВКУ НА ОТРИМАННЯ ДОПОМОГИ ЧЕРЕЗ ГУГЛ - ФОРМУ

Ви були змушені переїхати до іншого місця проживання й не знаєте, де отримати необхідну терапію й підтримку?

HelpNow HUB - це допомога українським біженцям з ключових груп населення тут і зараз.

Не гайте часу й звертайтеся, якщо вам потрібна онлайн-консультація лікаря чи інформація щодо доступу до АРТ, ПТАО, гормональної терапії, COVID-вакцинації та тестування, ліків проти вірусного гепатиту, туберкульозу, а також, психологічної підтримки, тестування на ВІЛ, правових консультацій в Україні та світі.

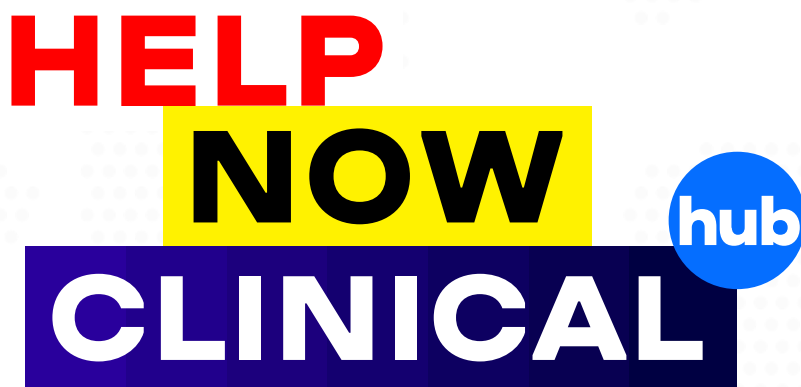
Для отримання допомоги потрібно:

- написати запит у телеграм з мобільного: <https://t.me/helpnowbot> або у браузері на сайті <https://web.telegram.org/> знайдіть @helpnowbot
- написати на електронну адресу: helpnowua@gmail.com
- відправити запит у гугл-формі: <https://bit.ly/3K9Tm4W>
- написати у особисті повідомлення в Інстаграм: <https://www.instagram.com/aph.org.ua/>
- написати у особисті повідомлення в Фейсбук: <https://www.facebook.com/SoSprojectEECA>

Докладніше про сервіс та допомогу, яку надає сервіс #HelpNow:
<https://helpnow.aph.org.ua/online-help/>

HelpNow HUB - допомога, що не може чекати!

Results: HelpNow Clinical Hub



5972 consultations

As of December 30, HelpNow doctors provided **5 972** online medical consultations to Ukrainian refugees living with HIV who are currently staying in other countries using all available methods of online communication, including the online platform.

● Main goal:

Ensuring the needs of people living with HIV, effective medical care, in the situation of forced migration of Ukrainians within the country and abroad, violations of medical infrastructure, the emergence of new challenges caused by Russia's military aggression against Ukraine.

● Targets:

- Preservation and development of human resources of the medical care system for people living with HIV;
- Identification and implementation of pathways to adapt the medical care for people living with HIV in Ukraine to wartime conditions;
- Introduction of new forms of the medical care based on the principles of telemedicine using online means of communication;
- Maintaining the connection of people living with HIV with the medical care system during the war.

To reach the targets above on May 1st, 2022 we have created a network of medical doctors (infectious diseases specialists) who are currently in Ukraine and are actively involved in providing medical care to Ukrainians living with HIV.

HelpNow network of medical doctors consists of 26 HIV specialists, including 24 adult doctors and 2 paediatric ID specialists, from 23 of 25 regions of Ukraine (excluding Lugansk region and Crimea) and from Kyiv City, and 1 HIV specialist from the PHC of the MOH of Ukraine.

As of December 30, 2022, since February 24th, 2022, HelpNow doctors provided online consultations to **5 351** Ukrainian patients living with HIV who were abroad using cell phone communication and messengers (Viber, Telegram, WhatsApp, Zoom etc.).

On May 23 HelpNow Clinical Hub introduced a unique for Ukraine approach, creating a depersonalised profile of an online medical doctor, providing daily access to online HIV care for Ukrainian patient from 9 am till 9 pm, 7 days a week (doctors have one 4-hour shift/week) using the existing online platform for clinical consultations – Help24 (<https://help24.org.ua>).

As of December 30, 2022, online consultations at the platform were provided to **621** displaced Ukrainians living with HIV.

Help24 online platform is being continuously improved based on feedback from HelpNow doctors and patients.

● **HelpNow Clinical Hub weekly meetings:**

As part of the HelpNow Clinical Hub weekly meetings are held every Friday involving the PHC of the MOH of Ukraine.

The aims of the meetings are to discuss the Project progress with HelpNow doctors, to update on Project activities and new technical features of the online platform, to answer any clinical and/or programmatic questions, and to exchange expertise and ideas.

31 weekly meetings have been conducted as of December 30, 2022.

Topics discussed at the meetings include:

- Weekly updates from HelpNow on the HelpNow Clinical Hub activities, results, plans, and new technical features of the Help24 online platform;
- Collecting feedback from HelpNow doctors;
- Weekly updates from PHC on the HelpNow Clinical Hub activities and related issues;
- Clinical case studies discussion involving relevant National and international experts in HIV, TB, mental health etc.;
- Lectures regarding current European approaches to ART and HIV, OIs, co-infections management and discussion led by well-known experts from Ukraine and EU countries;
- Lectures and discussions regarding important modern clinical topics (e.g. current monkeypox outbreak, vaccination of people living with HIV etc.);
- Networking and exchanging ideas to improve medical care to Ukrainians living with HIV.

● **Medical data sharing algorithm involvement**

Medical Data Sharing Algorithm developed by the Public Health Centre of the Ministry of Health of Ukraine together with WHO Office for Europe, CHIP, EACS and ECEE is a very important tool to improve the quality of medical care for Ukrainians living with HIV who were forced by the war to move to other countries (published: <https://apps.who.int/iris/bitstream/handle/10665/353083/WHO-EURO-2022-5288-45052-64211-eng.pdf>).

HelpNow doctors coordinate patients' medical data collection on a Regional level and fill the patients' medical data forms in English. 458 patient's medical data forms were prepared and/or coordinated by HelpNow doctors as of December 30, 2022.

Results: HelpNow Poland

4574 coordinated requests

#HelpNowHub Poland Infoline was launched on the **11 of May 2022**, providing support to Ukrainian key population in Poland, including enabling clients to obtain a PESEL number and be able to receive medical care, including ART and ST treatment.

The total number of directed and processed phone calls from 11/05/22, the start of operation of three hotline numbers throughout Poland, is **4574** cases as of 30/12/2022. There is a separate moderated chat group in Telegram for communication and exchange of experience between representatives of key groups, online requests to the consultant-moderator are being also counted - 1628 coordinated requests.



HELP hub
NOW
POLAND

30.12.2022

Number of requests

4574



| | |
|---------------|------|
| ART | 1218 |
| OAT | 330 |
| TB/Hepatitis | 206 |
| Social issues | 2585 |
| COVID-19 | 235 |

The total number of coordinated requests

4574

● Main Subjects of appeals and requests to the #HelpNowPL HUB:

1. Comprehensive work to expand access to therapy for Ukrainian refugees in Poland

- 1.1 Searching, referring and assistance in obtaining ART, ST at the place of stay; viral hepatitis and TB treatment options
- 1.2. Motivational counseling on treatment adherence, regular ART intake, monitoring of tests and general health, regular visits to specialists
- 1.3 Counseling on the possibilities of treatment and stay in other EU countries (Germany, the Netherlands, Italy, Greece, the Czech Republic, Hungary, Israel, Cyprus, Switzerland).

2. Strengthening work with representatives of key population groups of Ukrainian refugees in Poland

- 2.1 Counselling support in cases of discrimination and rights violations
- 2.2 Algorithms for obtaining pre- and post-exposure prophylaxis
- 2.3 Pre- and post-test counseling and psychological support
- 2.4 Making appointments with infectious disease specialists, psychiatrists, specialist doctors and family doctors (first contact doctors) through hospital and polyclinic registers, accompanying patients by telephone (language barrier), assistance with prescriptions and analogues of medicines in Poland.
- 2.5 Requests for disclosure status counseling for relatives, family, children and children living with HIV
- 2.6 Focus on the mental health of Ukrainian members community, case management and psychological support, counseling and support from specialists (psychiatrists)

3. Provision of social / legal consultations to representatives of key population groups of Ukrainian refugees in Poland

- 3.1. Lists of necessary documents and algorithms of actions for legalization of stay in the country.
- 3.2 Receipt of payments from host states, receipt of material assistance (payments) from international bodies and local voluntary centers and organizations, registration and codes for prescription and non-prescription drugs in pharmacies.
- 3.3 Housing, employment, enrollment in local schools and kindergartens, disability payments (disability group processing), payments and co-financing for children in education (up to 21 years of age).
- 3.4. Registration/renewal/renewal of documents (Ukrainian and foreign passports), guardianship of children in Poland, placement of children in consular registry, notarised sworn translations (birth, marriage, divorce certificates), death and birth registration in Poland.
- 3.5. Opportunities for material, monetary, food support (shopping cards) and immediate humanitarian needs (clothing, food).

- 3.6. Requests for personal support (people with disabilities, large families, pregnant women, clients with psychiatric disorders and representatives of key groups in difficult life circumstances), fear of disclosing status and confidential information to third parties (issues of stigmatization and internal stigma).
- 3.7. Requests for information on the specific treatment of chronic and acute conditions (emergency services, ambulance services, hospital admissions, receiving outpatient treatment and specialist supervision).
- 3.8. Inquiries regarding legal support (visa-free issues, border crossing, residence permits), issues of obtaining a secondary education certificate (Ukraine, Poland) and admission opportunities for applicants; continuation of studies and acquisition of education by students of higher education institutions of Ukraine.
- 3.9. Inquiries regarding the coverage of transport costs and the possibility of discounted travel in various voivodeships.

#HelpNowPL supports key populations and people living with HIV+ who have been forced to leave Ukraine and are currently in Poland. Hub allows you to navigate the available opportunities and restore access to treatment and services provided by the project and the state.



ПРОДОВЖУЙТЕ ЛІКУВАННЯ!

ДОПОМОГА УКРАЇНЦЯМ В ПОЛЬЩІ ДЛЯ
ОТРИМАННЯ ДОСТУПУ ДО ЛІКУВАННЯ

Антиретровірусна терапія · Замісна терапія
Психологічна підтримка

 Звертайтеся:

T-mobile **539 652 831**

Orange **786 640 460**

Plus **721 752 114**



Results: HelpNow Germany

2625 coordinated requests

#HelpNowDe (HelpNow Germany) hotline began its work since April 20, 2022. As of December 30th, 2022 in total **2625** consultations were provided to key populations among Ukrainian refugees currently in Germany.

Out of a total of 2625 consultations: 1139 -ART, 262 -OST, 40 -viral hepatitis, 7 -Tuberculosis, 579 - social support, 405 - translation during doctors consultations and treatment, 69 - psychological consultations, 124 -COVID 19 - vaccination consultations.

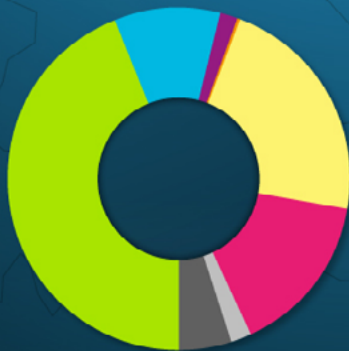


HELP NOW GERMANY hub

30.12.2022

Number of requests

2625



| | |
|------------------------------|------|
| ART | 1139 |
| OAT | 262 |
| Hepatitis | 40 |
| Tuberculosis | 7 |
| Social issues | 579 |
| Interpreter services | 405 |
| Psychologist's consultations | 69 |
| COVID-19 | 124 |

The total number of coordinated requests

2625

We support our clients from the moment of making a decision to leave Ukraine due to the war to the moment of receiving the necessary medical assistance in Germany.

In 2022 we have an increased number of enquiries from Ukrainians in refugee camps in major German cities: Hannover, Hamburg, Bremen, Stuttgart, Cologne.

Refugee camps are now overcrowded and people are unable to get medical and social assistance. The refugee camps are overcrowded and people do not have access to medical and social assistance.

● In 2022 we provided following activities:

- routinely monitored the situation regarding access to ART and OST in different regions of Germany and navigated ART and OST patients to those regions where there was current access to treatment;
- organised care and medical and social support for HIV-positive patients and patients in refugee camps;
- provided counselling on resolving social issues and obtaining health insurance;
- referred patients to the nearest doctor (family doctor or infectious disease doctor) for consultation, necessary examinations, obtaining prescriptions for drugs;
- organised information and referral of Ukrainian HIV-positive refugees for necessary vaccinations,
- integrated patients into the medical and social system of Germany (consultations on obtaining medical insurance);
- provided translation services (online) during a visit to a doctor and translation of necessary medical documents;
- provided connection with Ukrainian doctors to obtain information about treatment in Ukraine;
- organised support for HIV-positive pregnant women, assisted with documents for child registration
- online consultations of a psychologist;
- conducted regular chat with HIV - patients;
- created online women's club for HIV-positive Ukrainian refugee women.



● Telegram channel “HelpNowDE

96 clients received informational medical-social consultations on Telegram channel “HelpNowDE”. in Q2-. Useful information on medical, social issues, advice from doctors, psychologists, lawyers, social workers on adaptation in Germany and the peculiarities of the German medical and insurance system is printed in the chat for patients.

● Joint Action dedicated to World AIDS Memorial Day in Berlin

On May 15, Hub “Help Now De” participated in an action near the Brandenburg Gate in Berlin together with HIV-positive Ukrainian refugees.

In the framework of the Action, HIV positive refugees from Ukraine, who were forced to leave their country as a result of Russian aggression, organized a quilt memorial, where they remembered people who died of AIDS and a meeting was held, where speakers talked about the needs and problems that Ukrainians living with HIV face every day in Germany.

The action also included a procession that began at the Brandenburg Gate and ended in front of the Russian Embassy in Berlin. During the rally, the victims were commemorated and protested against Russia’s military aggression in Ukraine, which forced Ukrainians with HIV to flee their homeland and face the problem of providing their basic needs and access to medical and social services.



● Joint Action dedicated to World AIDS Day in Germany

December 1, 2022 at the Brandenburg Gate in Berlin.

This joint Action was aimed at drawing attention to the problem of obtaining medicines and access to medical care for HIV-positive Ukrainian refugees and community representatives.

Joint Action was organized by HuB Help Now De together with the community of migrants with HIV «BeKAM», the association of drug users «BerLUN» and the association of positive Ukrainians in Germany «PlusUkrDe». As part of the action, there was a performance, advocacy speeches by community representatives and HIV-positive Ukrainian refugees.



● Creation of the Women's Support Club

Women's Support Club is targeted at Ukrainian women in Germany who need a safe space for communication, consultations and search for compatriots abroad.

This is a place where our clients receive useful lectures and advice from experts.

Women's Support Club meetings were held online for the convenience of all participants who want to join us from different parts of Germany.

Topics of the meetings :

- advice and consultations for women from the psychologist of HuB;
- help with learning German;
- practical advice on communication with doctors, access to medicines, general health and beauty, etc;
- opportunity to talk about integration into society with Ukrainian women who have long lived in Germany.



At the first meeting prizes for the best name of the Women's Support Club were drawn.

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**

Антиретровірусна терапія · Замісна терапія
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ЛАРИСА 📞 +49 160 454 46 34 📞 +38 050 325 54 05

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РОМАН 📞 +49 162 630 61 75 📧 @romaber,
✉ ledkovroman@gmail.com

Долучайтесь до чату в Telegram



HELP NOW hub POLAND

**ПРОДОВЖУЙТЕ
ЛІКУВАННЯ!**

ДОПОМОГА УКРАЇНЦЯМ В ПОЛЬЩІ ДЛЯ
ОТРИМАННЯ ДОСТУПУ ДО ЛІКУВАННЯ


Антиретровірусна терапія · Замісна терапія
Психологічна підтримка

Звертайтеся:

T-mobile **539 652 831**

Orange **786 640 460**

Plus **721 752 114**



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

ТЕСТОРУЧ: 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 ПСИХОЛОГІНИ #HelpNowPl

HELP NOW POLAND

Нав...

HELP NOW hub 30.12.22

number of requests

2534

| | from Ukraine | from abroad |
|---------------------------------------|--------------|-------------|
| for ART / HIV | 1402 | 1227 |
| for OAT | 556 | 372 |
| Others (COVID-19, TB, hepatitis etc.) | 576 | 386 |

number of coordinated requests

2519

HELP NOW GERMANY 30.12.2022

Number of requests

2625

- ART: 1339
- OAT: 262
- Hepatitis: 40
- Tuberculosis: 71
- Social issues: 578
- Interpreter services: 405
- Psychologist's consultations: 69
- COVID-19: 124

The total number of coordinated requests

2625

HELP NOW POLAND 30.12.2022

Number of requests

4574

- ART: 1218
- OAT: 330
- TB/Hepatitis: 205
- Social issues: 2585
- COVID-19: 235

The total number of coordinated requests

4574

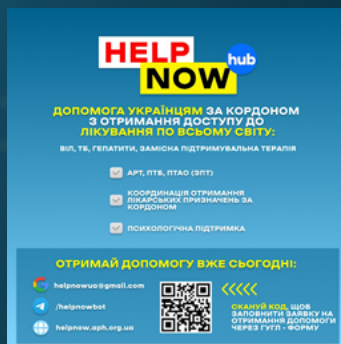
Online Hub #HelpNow - Help That Can't Wait

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.

#HelpNow Baltic HUB

The partner Hub of "Estonian Network of People Living with HIV" (Estonia), Association "AGIHAS"(Latvia) and "Positiiviset ry, HivFinland" (Finland). #HelpNow Baltic HUB provides support to representatives of key populations and HIV+ people who were forced to leave Ukraine and are currently in Estonia, Latvia or Finland.

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)

Our unique and innovative features are:

- Comprehensive approach to addressing the response - combination of providing information with individual approach and virtual (and sometimes real life) case-management and address social and humanitarian support.
- Utilising 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 / infolines include representatives of target communities that offer peer-to-peer counselling / 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, 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 other 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 Centre 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 for Ukraine approach, creating a depersonalised profile of a medical doctor, providing access to online HIV care for Ukrainian patient from 9 am till 9 pm every day, 7 days a week (doctors have one 4-hour shift/week).
- As of December 30, HelpNow doctors provided **5 972** online medical consultations to Ukrainian refugees living with HIV who are currently staying in other countries using all available methods of online communication, including the online platform Help24.

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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