



Good Practice Example

Country where the practice was implemented	Poland
1. Title	“Online portal about public health services in Poland - how to use it effectively” (Zintegrowany Informator Pacjenta – ZIP)
2. Type of the practice	- workshops
3. Objectives of the training	The aim of the workshop is an acquisition of the skills of using public online portal about public health services and the obtainments of information with it, and in particular: <ul style="list-style-type: none"> • receiving the access and the registration to the system, • logging on, • taking control of the strategy of the effective seeking out of data.
4. Description of the practice	During the training participants were introduced with methods of searching for necessary information concerning medical services provided by the National Health Fund, and among them in particular: <ul style="list-style-type: none"> • access to current announcements and messages, • knowledge about legal basis, with considering principles of the service delivery (local and abroad) and of their refund, • knowledge regarding preventive programs, • access to the lists of doctor’s surgery, clinics, hospitals, institutions of the ad-hoc health assistance, sanatoriums and pharmacies, • the time-limit of waiting for the specific medical treatment, • information of medical costs concerning a person health treatment at the past. <p>Exercises Exercises consisted of the completion of recommendations and tips concerning searching for concrete information about provided services in the specified time limit, and the gathering of information which allow to make optimal decisions about the place, the way and the date of treatment and about the potential further steps.</p> <p>Methodology The basic form of training was presentation prepared with taking into account the needs and the ICT abilities of people 50+ and seniors. On the basis of this presentation and instructions the participants carried out logging in to the system and within the practical workshop they filled appropriate forms for the purpose of obtainment of desired information. These forms (applications) were printed, separately for each participant.</p>
5. Target group addressed	Persons 50+



6.	Course duration & follow-up activities, if any 3-5 h As the next step, participants submitted application form printed during workshop to the local department of National Health Fund (NFZ). The fund then transfers the login and password to access the individual account of each patient (participant). Then individual consultations were offered by workshop organizer (EduMedia)
7.	Necessary materials/resources Presentation in the form of a printout, the booklet containing the basic forms of the program and a brief description of their completion. Workshop took place in computer laboratory with Internet connection.
8.	Impact of the practice Participants have acquired the skills to use the opportunities offered by the digital world – they were introduced with methods of searching for necessary information concerning medical services provided for them by public National Health Fund in Poland. This is very important for people (seniors) when the health problems starts. They also gained knowledge about how to get specific data regarding their personal medical treatment (date and place of the service provided, its type, costs, medical procedures performed, etc).
9.	Name of the initiator / trainer Barbara Dzik, Grażyna Król
10.	Website link: <i>(optional)</i>

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