

Building a successful treatment experience

Track D

User of care-provider of care relationship

- Doctor is a god vs. doctor is a dog attitudes
- User of care has major expectations from the provider, but often no expectations from him/herself
- User requires treatment literacy as it is lacking in almost all countries, carer cannot provide
- Nurses are often invisible and work based on enthusiasm that is not reflected in their salaries
- Role of GPs and other specialists
- A direct contact with the pharmacist re: discussion about Tx is not a frequent one
- Providers, enhance your teams, be multidisciplinary!

User of care-NGO service provider relationship

- Users prefer the NGO service as often it is low threshold, non-judgmental, and otherwise difficult to reach services
- NGOs exist because the governments do not provide the service or the government service is lacking; where is the government funding in the region then?
- Issues with the migrants-who cares for them?

Multidisciplinary approach

- Work in a team: doctor+nurse+pharmacist
+nutritionist+peer or case manager
+psychologist+social worker