

# “Key challenges and best practices supporting Ukrainian War Refugees - people from key populations”

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Наука и сообщества в области ВИЧ: Прогресс и сложности в Центральной Азии

Семинар

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Парк Отель Бишкек, Кыргызстан



International AIDS Society [iasociety.org](http://iasociety.org)



# HelpNow Hub

## Help that can't wait!

*"Responding to the war emergency to support internally displaced people within Ukraine and Ukrainian refugees abroad – representatives of key populations"*

**Starting from 01 March 2022 – 6<sup>th</sup> day of war!**

Being implemented by Alliance Consultancy, established by Alliance for Public Health with financial support of the Global Fund & Aidsfonds



**Alliance**  
for Public Health



**Alliance**  
Consultancy



#SOS\_PROJECT

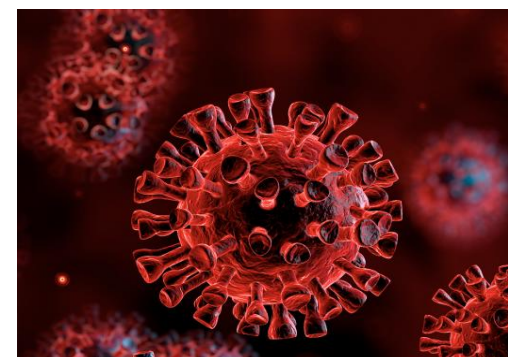


ЦЕНТР  
ГРОМАДСЬКОГО  
ЗДОРОВ'Я



## Main Challenges in the Provision of HIV Services in Ukraine in 2022

1. Ongoing COVID-19 pandemic
2. Full scale Russian invasion in Ukraine:
  - Population migration:
    - IDPs > 3.8 mil. and 7.9 mil. refugees from Ukraine \*
    - external migrants from amongst PLWH > 30 thousand (WHO estimate)
  - Violation of logistics of ARVs, medical products (to Ukraine and within the country)
  - Destruction, damaging, temporary suspension or restriction of the work of a number of ART sites
  - Damaging and closure of laboratories, disrupted water supply and electrical black-outs, and thus limitation of diagnostic services
  - Humanitarian disaster in the occupied and front-line territories
  - Increasing problems and lack of access to necessary care for representatives of key populations regarding HIV infection

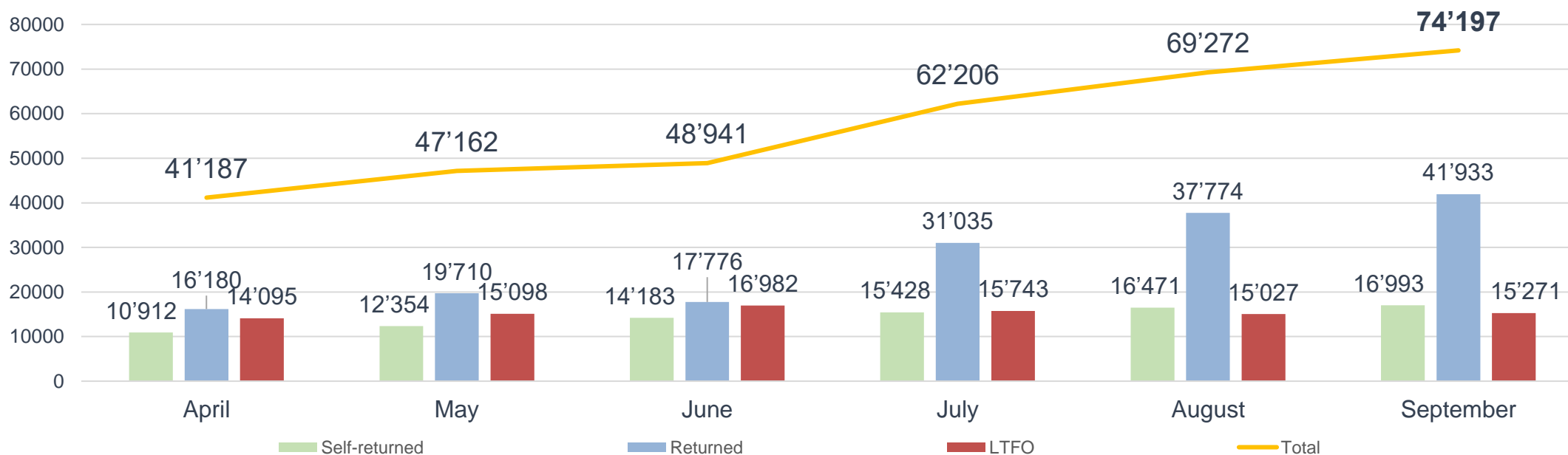


\* UNHCR The UN Refugee Agency, Ukraine Situation | UNHCR Supplementary Appeal 2023

# Impact of war on the continuity of ART

**As of 01.02.2022 (right before the war) 130 724 Ukrainians received ART**

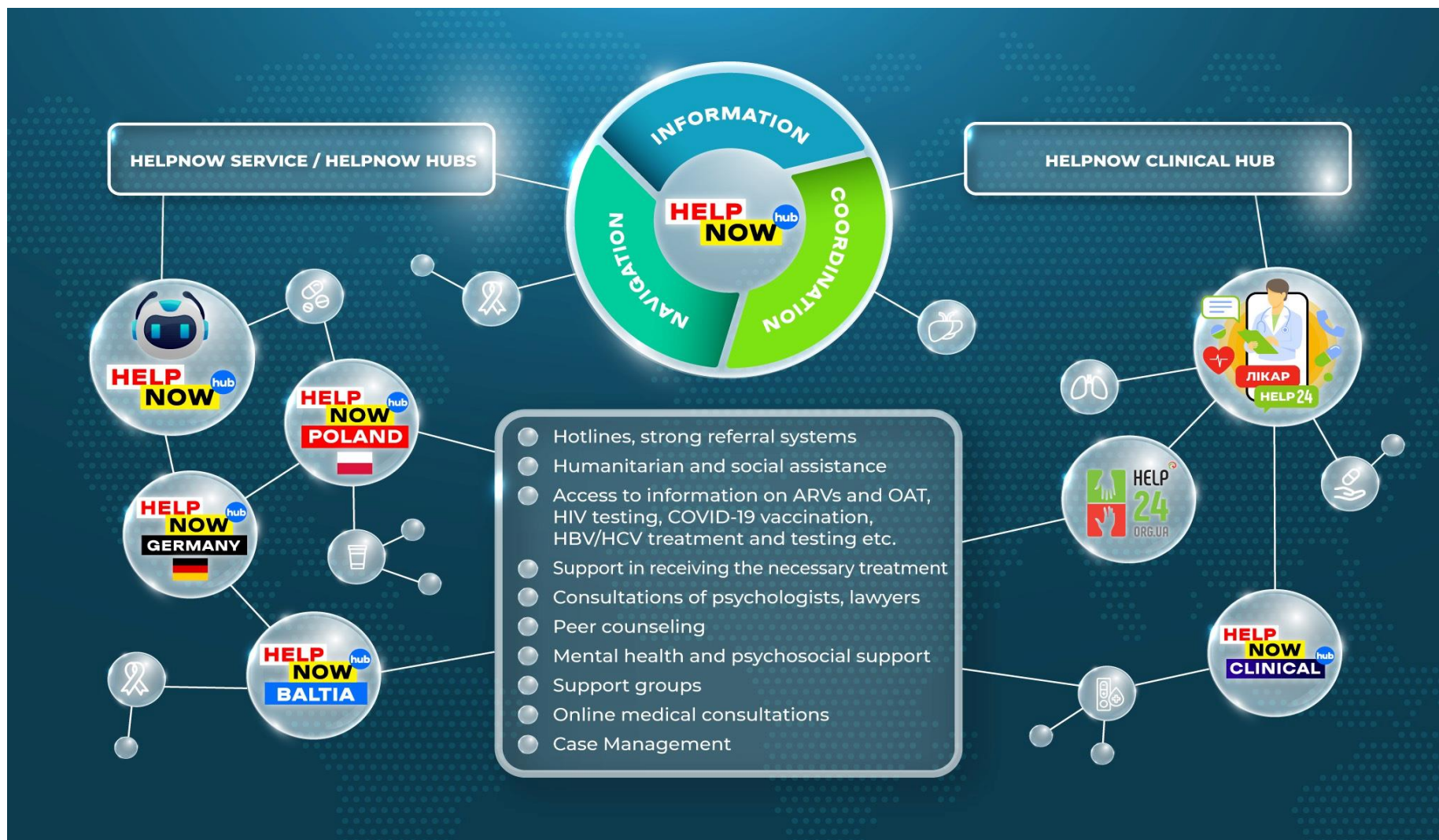
Results of tracking patients, who missed their appointments to clinics to receive ARVs since February 2022 based on IS SSD accumulated data



# What are we focusing on?

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

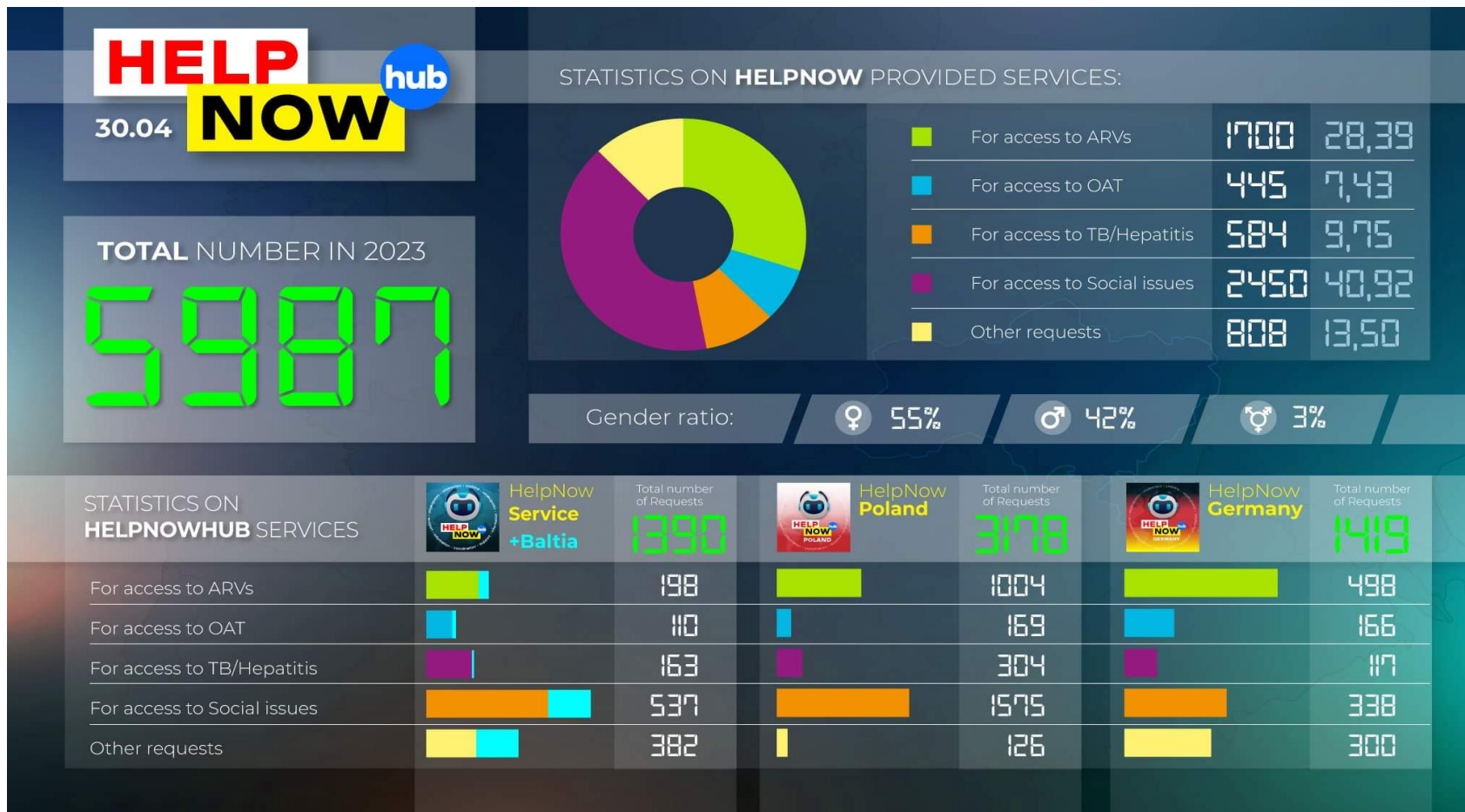
# HUB Model



- **HelpNow Service** provides information to Ukrainians on how to access ART, OAT, TB drugs, viral hepatitis drugs, mental health care, legal assistance etc. both in Ukraine and abroad through the following channels: Telegram, Facebook, Instagram, Email, or Google form: [www.helpnow.apf.org.ua](http://www.helpnow.apf.org.ua)
- **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.
- **HelpNowDE** Hub targets IDPs from Ukraine who need ART, OAT, TB, or viral hepatitis treatment. The main objective of the Hub is to create a well-established “patient – request – received care” system, assistance in solving social problems and access of Ukrainian refugees to quality medical treatment in Germany.
- **Baltic Hub** is a regional coordination center that provides services to support refugees from Ukraine (HIV+, LGBT, and other target groups) and unites HIV and LGBT organizations in Estonia, Latvia, Lithuania and Finland.

**Our Hubs provide the following support:** Infoline, psycho-social support, legal advice sessions, translation, coordination, individual case management.

# Results/indicators for 2023 – 4 months (Jan-Apr)





# Key barriers and challenges to accessing services for refugees from Ukraine (KGs) in other countries

The challenges and barriers may significantly differ from country to country, from concrete community to community, but, the key ones are below

## Systemic challenges :

- **Administrative** barriers, bureaucracy, lack of doctors, distance issues, overloaded medical systems, differences with Ukrainian systems, lack of prevention programs, lack of mental health support

## Regulatory barriers:

- Insurance, healthcare system regulations for Refugees, bureaucracy, access to medical documentation in Ukraine

## Medical:

- Changes of Schemes, interruptions, different approaches, distrust to system, lack of prevention programs

## Informational:

- Lack of awareness among refugees, language barriers, lack of campaigning, misinformation and hate speech towards refugees

# Alliance Clinical Hub

- The main goal is to provide effective medical care and support to people living with HIV, representatives of the KPs in the situation of:
  - • in wartime conditions,
  - • forced displacement of Ukrainians within the country and abroad,
  - • violations of medical infrastructure and logistics,
  - • emergence of new challenges related to the war as a result of Russian aggression against 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 and related medical specialists **who are currently directly involved in providing HIV care and services to KPs in Ukraine**
- Up to date our group of medical doctors includes **38 highly trained specialists from all regions of Ukraine**, with a median experience in HIV care of 19 years, who are united in the unified online framework

# Consulting on the Help24 online platform <https://help24.org.ua>

- **Available from 9:00 a.m. to 9:00 p.m. daily, 7 days a week – 720 consultation slots/month**
- In addition, consultations to representatives of key populations and PLHIV are provided by doctors using other methods of online communication
- A systematic evaluation of the Help24 platform and its optimization/improvement is carried out based on feedback from a multidisciplinary team of doctors and clients – representatives of the KPs
- **Total online medical consultations within Alliance activities from 24 February 2022 since 22 May 2023 – 9 301, including:**
  - **1632** online consultations at the Help24 platform
  - **7669** online consultations using other means of online communication: cell phone, messengers (Viber, Telegram, WhatsApp, Zoom etc.)

# Medical data exchange algorithm for Ukrainian refugees



European Partners (WHO, CHIP, EACS and ECEE) and the Public Health Centre of the MOH of Ukraine developed the **Standardized protocol for clinical management and medical data-sharing for people living with HIV among refugees from Ukraine**

The Protocol was published in **April 2022**

Medical doctors of the **Alliance Clinical Hub** who are directly involved in HIV care in Ukraine coordinate this data exchange algorithm on a Regional level

Total patient's medical data forms prepared and/or coordinated by medical doctors involved in Alliance activities from 24 February 2022 since 22 May 2023 – **582 medical forms**

**пропишіть своє ім'я**

**Назва лікарні, де ви отримували АРТ в Україні**

**Не забудьте вказати дату та поставити свій підпис**

**Додайте два е-мейли - ваш і лікаря, до якого звертається за кордоном (якщо він вже у вас є)**

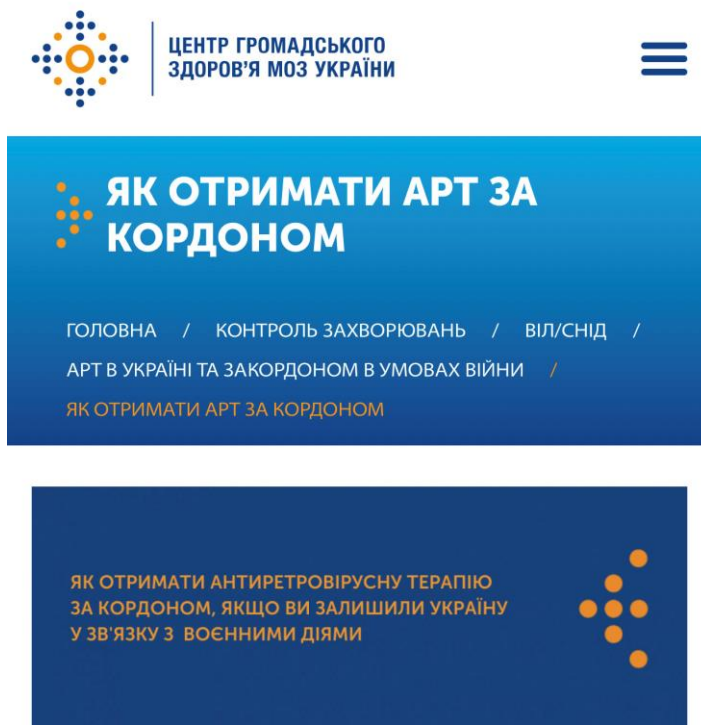
Standardized protocol for clinical management and medical data-sharing for people living with HIV among refugees from Ukraine

лікування - впишіть просто країну

HELPS NOW | ЦЕНТР ГРОМАДСЬКОГО ЗДОРОВ'Я МОЗ УКРАЇНИ | World Health Organization Europe

# Strong partnership with government

<https://phc.org.ua/kontrol-zakhvoryuvan/vilsnid/art-v-ukraini-ta-zakordonom-v-umovakh-viyni/yak-otrimati-art-za-kordonom>



Допомогти у пошуку клініки у певній країні допоможуть сучасні онлайн-сервіси для ЛЖВ:

- онлайн-платформа <https://findart.phc.org.ua>;
- чат-бот для пошуку АРТ у Телеграмі [https://t.me/HIV\\_AIDS\\_bot](https://t.me/HIV_AIDS_bot);
- сайт сервісу HelpNow <https://helpnow.aph.org.ua>;
- чат-бот <https://t.me/helpnowbot>;
- гаряча лінія з питань ВІЛ/СНІДу 0 800 500 451;
- інформаційна платформа «Treatment4Ukraine/ Лікування для України» <https://www.treatment4ukraine.com>.

- HelpNow Service became **HelpNow HUB** with key functions of "Information - Navigation - Coordination" - **UNIQUE model, providing comprehensive service** - more than **15 000 requests proceeded for 2022 (Mar-Dec)**
- **Joint/single entry point** - online HUB, with access to a wide range of information, materials, and services for KPs in host countries and Ukraine
- 2 in **country HUBs in Poland and Germany**, #HelpNowPL and #HelpNowDE
- Partner HUBs in Baltic Countries - #HelpNowBaltia (2023) and #HelpNow Moldova in Moldova, in 2022
- **#HelpNow Online Doctors and Help24 Doctors** (telemedicine service)
- Strong **Partnership with PHC and CSO`s** in Ukraine and in region
- More than **60 Useful materials**, recommendations, Roadmaps, Tips, Suggestions for refugees among KPs published
- Internal Database of **verified ARV service providers in Europe** and in case of need mechanisms of verifications in new countries

# IAS Key achievements – treatment related



- In total, more than **5560** requests from Ukrainian refugees in **49 countries** worldwide on **Access to ARVs** were coordinated by all #HelpNowHUB services (HelpNow Service and HUBs in Poland, Germany and Baltics) since March 2022
- Information on WHERE and HOW to receive ARVs in concrete countries is provided on request from clients and on the HelpNow portal (web-site)
- In Poland and Germany case management and social support in healthcare related issues (including registration, translation, personal case-management) is provided via the established Hubs
- More than 20 info-materials, including **Roadmaps on Access to ARVs**, Recommendations for PLHIV, Document Forms were distributed among refugees and doctors
- **HelpNow Doctors** have provided more than **9300** on-line consultations to Ukrainian PLHIV among refugees and internally displaced people via Help24 digital service platform and other means of remote communication
- **582 Ukrainian patients** currently based abroad obtained medical data forms from the official medical data system (MIS HIV) which helped them to integrate into the medical systems in the host countries

1. War and migration caused by war has a very significant negative impact on HIV care and KP services delivery in Ukraine and brought a lot of new challenges in HIV prevention, testing and treatment
2. We must save our existing effective HIV services, including our achievements in continuous ART
3. There is an urgent need to develop new routes for providing HIV care services as response to new challenges and we should not forget about the future: easy access to online services and development of telemedicine are essential
4. We need to systematically evaluate the current situation to react on the rapidly changing war environment
5. There is a need of systemic evaluation of the number of Ukrainians living with HIV who receive ART and KP members in other countries

**We are very grateful to our foreign colleagues for support and providing care to Ukrainians from key populations!**



# Thank you!

