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50 Languages with one Click

Dorit & Alexander Otto Foundation is donating ten medical aid containers with integrated video translation service for refugee care.

One of the challenges in the current refugee situation is to overcome language barriers that come with many different nationalities. A good verbal communication is also necessary for the professional treatment of medical care that is offered in the central reception centers for refugees in Hamburg.

Thanks to a funding of the Dorit & Alexander Otto Foundation, ten special containers will be made available that are outfitted with a basic medical configuration and a high performance translation system.

“Language is the key factor also in medical care: to recognize symptoms, to discover the medical history of an illness and to begin and explain the right treatment” stated Health Senator **Cornelia Prüfer-Stocks**.

“Thanks to the generous donation by the Dorit & Alexander Otto Foundation, soon our doctors can overcome language barriers in the treatment of refugees within the central reception centers. I am especially thankful for the donor couple and others engaged to make this project happen.”

“The medical aid containers lead to a substantial optimization of the provisional treatment that is currently performed on location. The innovative interpreting system allows for better communication with the refugee in treatment and therefore a more precise medical diagnosis. The funding of medical projects is a central matter of concern for our foundation,” explains **Dorit Otto**, CEO of the Dorit & Alexander Otto Foundation.

The medical treatment of the refugees is a big challenge for the city of Hamburg including its medical centers. Therefore, general practitioners health care services have been established at the

refugee reception centers by the health department of Hamburg-Altona.

During office hours of the general practitioner, refugees are receiving a basic medical care from female or male doctors and medical trained staff. The custom designed shipping containers called RFRC (Refugee First Response Centers) feature basic medical treatment equipment (i.e. patient treatment bench, medicine storage, reception area) and a special technical infrastructure: network and video equipment that enables a highly flexible and fast interpreter service via video and audio.

This solution enables doctors on location to include interpreters for about 50 languages in their consultation directly or in a very short time via a LIVE video translation service on two workstations.

The first container of this kind originated from a voluntary initiative by Mirko Bass and Martin Kroeger – employees of Cisco Systems in Hamburg. With support of their company and in collaboration with avodaq, MLOVE, the University Medical Center of Hamburg-Eppendorf, the Health Department of Hamburg-Altona, and SAVD Videodolmetschen GmbH it has been made possible to produce the RFRC pilot project on location of the MLOVE Future City Campus.

At this location, innovative projects about the Future of Mobility and Smart City solutions are developed and presented. The campus arose as a place that makes ideas and projects tangible that are laid out by the “digital city strategy” of the Free and Hanseatic City of Hamburg.

The first fully outfitted RFRC has been successfully in operation as a pilot unit at the “Rugenbarg” refugee reception center in the east of Hamburg since November 2015.

The center operates under the trusteeship of the German Red Cross that also supports this project. The container unit is in use for the general health care service organized by the Health Department of Hamburg-Altona and practiced by the doctors of the University Medical Center of Hamburg-Eppendorf (UKE) for the medical treatment of about 1.400 refugees on site.

Dorit and Alexander Otto have agreed to finance ten of the RFRC solutions in the value of 900.000 Euros (1 million USD) through their foundation. Included in the funding are also ten container units that will be used as waiting areas for the patients. The operating cost like

interpreter services and broadband connectivity are covered by the Free and Hanseatic City of Hamburg.

Senator Prüfer-Storcks: “Thankfully there are citizens in Hamburg that engage in help for the refugees. It is impressive what can spring from this dedication. The medical aid containers are one of the many vivid examples for this.”

More detailed information about the Refugee First Response Center and illustrations are available at www.hamburg.de/bgv .

Information about the companies involved are available here:

www.wearecisco.com, www.mlove.com, www.avodaq.com/de/
www.rfrc.eu and www.videodolmetschen.com/.

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