**ACCESS TO HEALTH-CARE SERVICES**

**12.13 In Estonia, how difficult or easy is it to see a doctor?**

* Very difficult
* Somewhat difficult
* Neither difficult, nor easy
* Somewhat easy
* Very easy
* I don’t know

**12.14 Is there anything preventing you from accessing health-care services in Estonia?**

* No medicines available in health-care centre
* Too far to travel/There are no reachable health services
* I do not have the right documents
* Too expensive
* Lack of transportation to health-care services
* Language barrier
* Long queues and waiting lines
* I don't know how to access
* I prefer to go to Ukraine for treatment of my health issues
* Other, please specify
* I don't know
* Prefer not to answer

**12.14 If other, please specify**

**12.15 Are you registered with a general practitioner in Estonia?**

* Yes
* No
* I don't know
* Prefer not to answer

**12.15 If not, why?**

* Language barrier
* Do not know how to
* Long waiting times (more than 2 months)
* I was refused by the doctor
* I do not have health insurance
* I am not sure about the costs
* It is too far (long distance/transport issues)
* Other, please specify
* I don't know
* Prefer not to answer

**If yes, what was the most challenging part?**

* Understanding the registration process
* Filling in forms or submitting documents
* Language barrier (e.g., forms or communication not in my language)
* Long waiting time to get accepted by a doctor
* Being refused by one or more doctors
* Finding a doctor near my location
* Limited availability of doctors accepting new patients
* Difficulty communicating with the clinic or health-care staff
* Technical issues (e.g., trouble using online systems or booking platforms)
* Understanding requirements specific to Estonian health care
* Not knowing how to choose a suitable doctor
* The process was confusing or unclear overall
* I did not experience any difficulties
* Other, please specify
* I don't know
* Prefer not to answer

**12.16 Have you registered your children with a general practitioner in Estonia**?

* Yes
* No
* I don't know
* Prefer not to answer

**12.17 If not, why?**

* Language barrier
* Do not know how to
* Long waiting times (more than 2 months)
* I was refused by the doctor
* I do not have health insurance
* I am not sure about the costs
* It is too far (long distance/transport issues)
* Other, please specify
* I don't know
* Prefer not to answer

**If yes, what was the most challenging part?**

* Understanding the registration process
* Filling in forms or submitting documents
* Language barrier (e.g., forms or communication not in my language)
* Long waiting time to get accepted by a doctor
* Being refused by one or more doctors
* Finding a doctor near my location
* Limited availability of doctors accepting new patients
* Difficulty communicating with the clinic or health-care staff
* Technical issues (e.g., trouble using online systems or booking platforms)
* Understanding requirements specific to Estonian health care
* Not knowing how to choose a suitable doctor
* The process was confusing or unclear overall
* I did not experience any difficulties
* Other, please specify
* I don't know
* Prefer not to answer

**12.19 Do you have health insurance in Estonia?**

* Yes
* No
* I don't know
* Prefer not to answer

**12.20 What type of health insurance do you have?**

* State health insurance (managed by the Estonian Health Insurance fund)
* Private health insurance (INGES, ERGO, etc.)
* Other
* Don't know
* Prefer not to answer

**In how far have language barriers affected your ability to access or understand health-care services in Estonia?**

* Not at all – I have experienced no language-related difficulties
* To a small extent – Minor issues, but they did not significantly impact my experience
* To a moderate extent – Some challenges that made access or understanding more difficult
* To a great extent – Language barriers often made it hard to access or understand services
* Completely – I was unable to access or understand health-care services due to language
* Not applicable – I haven’t used health-care services in Estonia
* I don't know
* Prefer not to answer

**If yes, in what situations have language barriers caused difficulties?**

* Communicating with doctors or nurses
* Understanding written medical information (e.g., prescriptions, instructions)
* Using online systems or e-health portals
* Making appointments by phone or in person
* Filling out forms or official documents
* Other, please specify
* I don't know
* Prefer not to answer

**DIGITAL SERVICES**

**12.21 Have you ever used digital health services in Estonia, such as Terviseportaal / Health Portal, Perearst24, or e-perearstikeskus?**

* Yes
* No
* I don't know
* Prefer not to answer

**12.22 How difficult or easy is it to use digital health services in Estonia?**

* Very difficult
* Somewhat difficult
* Neither difficult, nor easy
* Somewhat easy
* Very easy
* I don’t know

**12.23 What digital skills do you lack to use digital health services in Estonia?**

* I don't know how to find digital health services (e.g., patient portals, e-health systems)
* I have trouble logging in with digital ID, Smart-ID, or Mobile-ID
* I don't know how to view or understand my medical records or test results online
* I don’t know how to communicate with a doctor online (e.g., booking appointments, sending messages)
* I’m unsure how to upload or download medical documents (e.g., prescriptions, certificates)
* I’m not confident using a computer, smartphone, or the internet in general
* I have difficulty understanding the Estonian language used in digital health systems
* I don’t know how to update my personal or health information online
* I don’t know what digital health services are available in Estonia
* I don’t have the necessary device (e.g., smartphone or computer)
* I have the necessary digital skills
* Other (please specify)
* I don't know
* Prefer not to answer

**CONFIRMATION OF HEALTH STATUS**

**Since arriving in Estonia, have you or your family members needed to confirm or re-establish your diagnosis or disability status?**

* Yes
* No
* I don't know
* Prefer not to answer

**If yes, how difficult or easy was it to confirm or re-establish your diagnosis or disability status in Estonia?**

* Very difficult
* Somewhat difficult
* Neither difficult, nor easy
* Somewhat easy
* Very easy
* I don’t know

**What challenges did you face when confirming or re-establishing your diagnosis or disability status in Estonia?**

* Language barriers (e.g. lack of translation or interpretation)
* Complex paperwork or unclear requirements
* Long waiting times for appointments or decisions
* Lack of clear information or guidance
* Difficulties accessing qualified specialists
* Trouble using digital tools or online systems
* Differences between the diagnosis or disability criteria in Ukraine and Estonia
* My Ukrainian documents were not accepted or needed additional validation
* Discrimination
* Other, please specify
* I don't know
* Prefer not to answer

**HEALTH NEEDS AND PREFERENCES**

**What type of health-care services do you feel you need most right now?**

* General medical check-ups
* Emergency care
* Specialist consultations (e.g. cardiologist, gynecologist, etc.)
* Dental care
* Mental health support
* Rehabilitation or physical therapy
* Medications or prescription refills
* Vaccination
* Other (please specify)

**What would help you access health-care services more easily?**

* More information about available services
* Interpretation or translation services
* Financial support for health-care costs
* Faster registration with a general practitioner
* Shorter waiting times
* More accessible health-care facilities in my area
* More flexible appointment hours
* Simplified administrative procedures
* Improved cultural sensitivity in health-care services
* Remote health-care options (telemedicine)
* Other (please specify)

**ACCESS TO MEDICINES AND PRESCRIPTIONS**

**Have you been able to access the medicines you need in Estonia?**

* Yes, without any problems
* Yes, but it was difficult
* No, I could not access the medicines I needed
* I have not needed any medicines
* I don’t know
* Prefer not to answer

**If you had difficulties accessing medicines, what were the main reasons? (Select all that apply)**

* Medicines were too expensive
* I do not have health insurance to cover the cost
* Pharmacy sells medicines for full price since unawareness of healthcare entitlements of refugees from Ukraine
* The medicine I needed was not available in pharmacies
* I did not have a prescription from a doctor
* I did not know where to get the medicine
* Language barrier at the pharmacy
* Long waiting times to see a doctor and get a prescription
* I rely on humanitarian organizations for medicines
* Pharmacy opening hours were not convenient
* I could not afford the consultation fee to get a prescription
* I faced discrimination or stigma at the pharmacy
* I had concerns about the safety or quality of the medicine
* Other (please specify)
* I don’t know
* Prefer not to answer

**Where do you usually get your medicines? (Select all that apply)**

* Pharmacies in Estonia
* Humanitarian organizations or NGOs
* Friends or family bring them from Ukraine
* Online or alternative sources
* I don’t take any medicines
* Other (please specify)

**Do you need regular medication for a chronic condition (e.g., diabetes, high blood pressure, epilepsy, asthma, mental health conditions, etc.)?**

* Yes, and I am able to get my medication regularly
* Yes, but I struggle to get my medication regularly
* No, I do not take regular medication
* I don’t know
* Prefer not to answer

**RECEIVING HEALTH AND HEALTH-CARE INFORMATION**

**How do you get information about health-care services in Estonia?**

* Government websites (e.g., Health Board, eesti.ee)
* Health-care providers’ websites (e.g., clinics, hospitals)
* Directly from a health-care provider (doctor, nurse, receptionist)
* Health helplines (e.g., 1220 family doctor advice line)
* Social media or online forums
* Friends, family, or colleagues
* NGOs, community centers
* Adaptation/integration programs
* I don’t know where to get information
* Other, please specify

**How clear and helpful is the information you receive about health-care services in Estonia?**

* Very clear and helpful
* Somewhat clear and helpful
* Neutral – it’s sometimes helpful, sometimes not
* Not very clear or helpful
* Not clear or helpful at all
* I don’t know

**How would you prefer to receive information about health-care services in Estonia**

* Printed brochures or leaflets
* Online websites or official government/NGO pages
* Social media (e.g., Facebook, Telegram, WhatsApp groups)
* Mobile apps providing health-care guidance
* In-person sessions or informational meetings
* Telephone hotlines or call centers
* SMS or email notifications
* Health-care professionals (doctors, nurses, social workers)
* Other (please specify)

**What type of healthcare-related information do you feel is most important for you?**

* How to register with a general practitioner (GP)
* Emergency health-care services (when and how to call an ambulance)
* Where to get free or low-cost health-care services
* Mental health support and counseling services
* Access to medications and prescriptions
* Vaccination information (for adults and children)
* Maternal and child health-care services
* Rights and entitlements to health care as a refugee
* Other (please specify)

**Have you faced any challenges in finding accurate health-care information in Estonia?**

* Yes
* No
* I don’t know
* Prefer not to answer

**If yes, what were the main challenges?** (Select all that apply)

* Lack of information in my preferred language
* Lack of trust in the information provided
* Information is too complicated or unclear
* Different sources give conflicting information
* I don’t know where to look for information
* There is no one available to explain the information to me
* Other (please specify)

**KNOWLEDGE AND AWARENESS**

**Do you know and understand your rights and entitlements to health-care services as a refugee in Estonia?**

* Yes, I fully understand my rights
* Somewhat, but I need more information
* No, I do not understand my rights
* I don’t know
* Prefer not to answer

**Do you know what to do in case of a medical emergency in Estonia?**

* Yes, I know whom to contact and where to go
* Somewhat, but I am not fully confident
* No, I do not know what to do
* I don’t know
* Prefer not to answer

**In the past 12 months, have you travelled to Ukraine in order to receive healthcare services?**

* Yes, to use state health-care services
* Yes, to use private health-care services
* Yes, to get medicines
* No
* Prefer not to answer