

## Outputs

**Analysis** of existing forms of **medical counselling** and **conception to identify needs for improvement** of existing forms of **medical counselling** via internet and other means elaborated

Complete **database of counselling algorithms** (ca 1000 items) established, and **1 service programme software for calls managing** installed, tested, **is online** and linked with relevant medical institutions

For Russia **ca 1000 algorithms** are adapted and **tested** on test-clients and field experts and the software for using it is functional; In Estonia **1 new conception of personalised medical counselling** and **1 internet-based counselling form** developed.

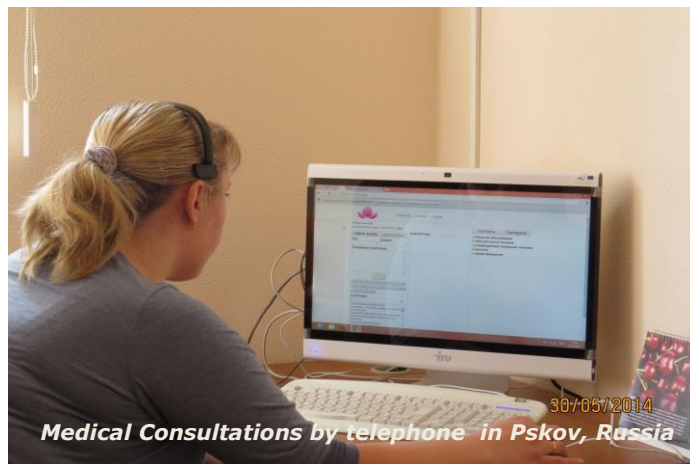
### 2 Counselling Centres in Russia are equipped

20 Russian advisors passed the developed 80 hours **training course** in two modules, 5 Estonian advisors passed 8-hours training about new counseling forms

Total **422 medical consultations in St Petersburg** and **970 medical consultations in Pskov** made by telephone in Counselling Centres

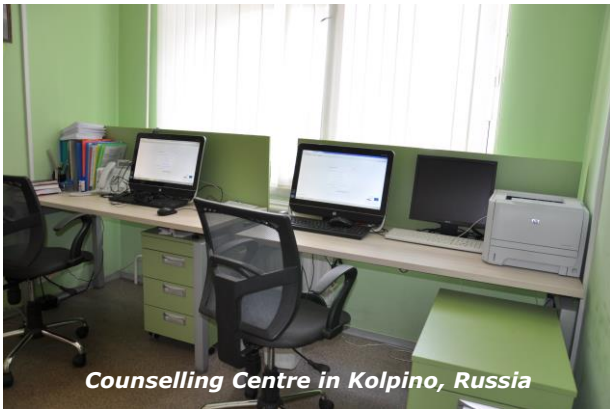
**Website** operating 24h in Estonian [www.abikeskused.ee/eng/medinf](http://www.abikeskused.ee/eng/medinf) and in Russian <http://gormedconsult.ru/>

**2 information seminars** (1 in Russia, 1 in Estonia), **1 final conference** (in Russia), **4 TV and radio broadcasts** (3 in Estonia, 1 in Russia), **6 newspaper articles** (5 in Estonia, 1 in Russia), **4999 project leaflets** (in Russian); **30 000 small information cards** (12 000 for Kolpino, St.Petersburg, 18 000 for Pskov) published to promote medical counselling services in border cities





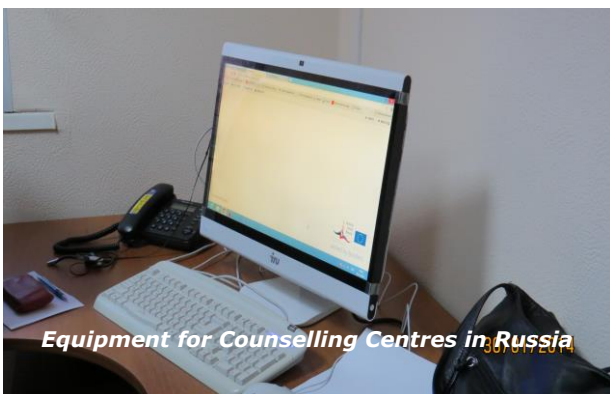
*Counselling Centre in Pskov, Russia*



*Counselling Centre in Kolpino, Russia*



*Consultations by telephone in Kolpino, Russia*



*Equipment for Counselling Centres in Russia*



*Training course for counseling advisors in Russia*

## **RESULTS**

Development of **Medical Counselling via Internet, telephone and other means**

The use of **new forms of Medical Counselling by using ICT solutions**

**2 Counselling Centres in Russia** established: in Pskov and in Kolpino, St. Petersburg

Existing **Counselling Centre ready for work via internet in Estonia**

**10 work places** in Counselling Centres **in Russia** established

**Increased awareness** of local communities about medical consultation opportunities and Counselling Centres in border cities of Russia and Estonia

People consulted and receive **necessary information or guidelines for the medical problems** via Internet and other means

**Reduction** of the medical expenses and working time at a family doctors and general practitioners level