

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.

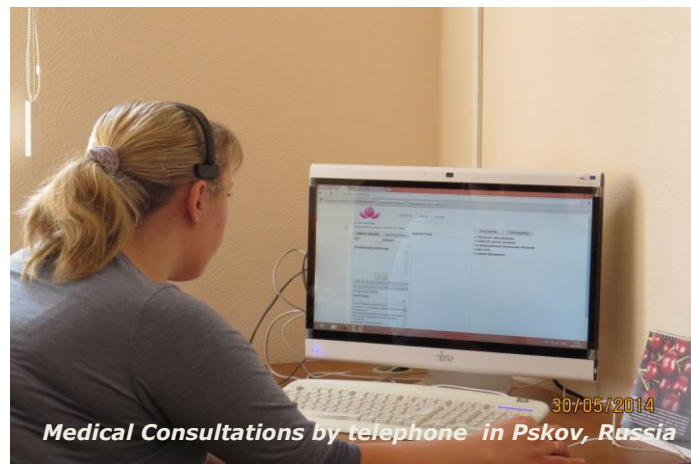
2 Counselling Centres in Russia are equipped

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

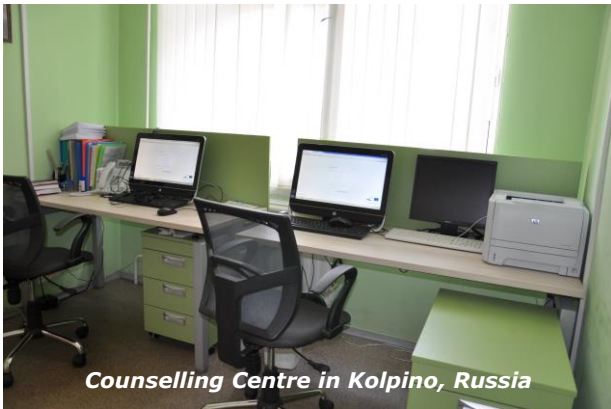
Website operating 24h in Estonian www.abikeskused.ee/eng/medinf and in Russian <http://gormedconsult.ru/>

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





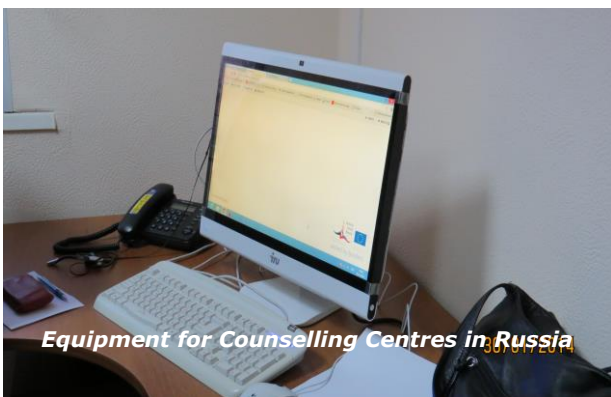
Counselling Centre in Pskov, Russia



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