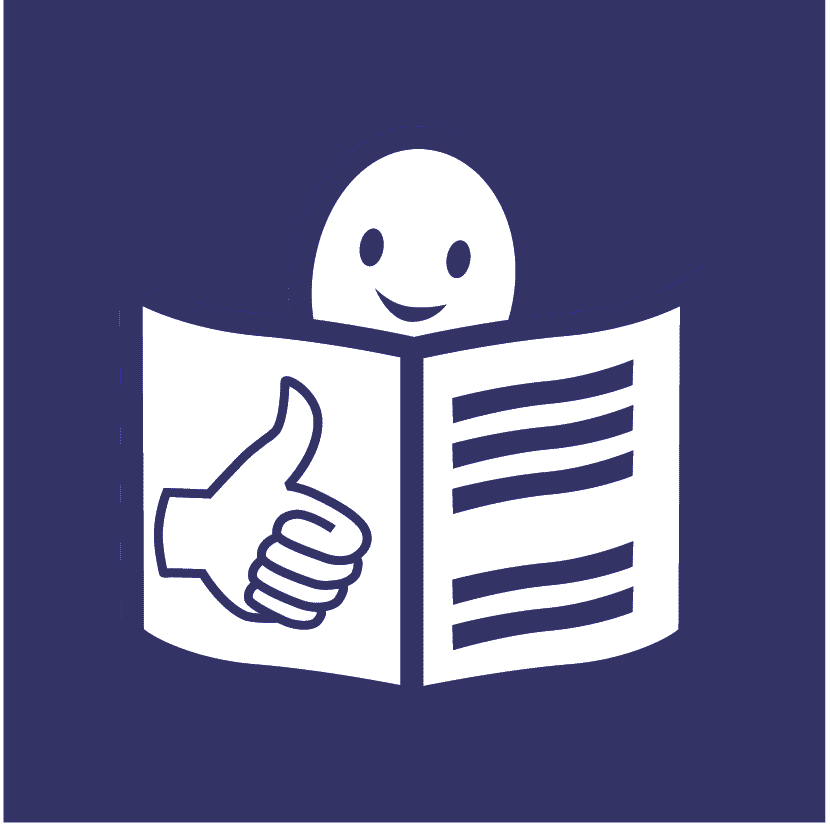
How people are treated differently in healthcare



## What is in this book

Inside this book you will read about:

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|  | **Who wrote this book**  **Why this work was done** |
|  | **How the work was done** |
| Description: C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3D92WO4A\MC900044888[1].WMF  **???** | **Why some discrimination  is hard to understand** |
|  | **Problems in healthcare** |
| C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J99F9KXE\MC900089086[1].WMFC:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3D92WO4A\MC900056151[1].WMF | **Examples of discrimination when going to a doctor** |
|  | **Problems in getting medical help** |
| Description: C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SUGHCV68\MC900056149[1].WMF | **What next?** |

## Who wrote this book

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|  | The European Union Agency for Fundamental Rights  wrote this book.  The European Union Agency for Fundamental Rights  is called FRA for short. FRA is an organisation. An organisation is a group of people working together. |
|  | FRA looked at discrimination that happens when people are sick  and need help from a doctor. |
| C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\J99F9KXE\MC900089086[1].WMFC:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3D92WO4A\MC900056151[1].WMF | Discrimination is when you are treated worse than others just because they are different in one way or another.  For example, you may be discriminated against because:   * you are woman or a man, * you are old or young, * you are gay, * you have a disability or learning difficulty, * you have a different skin colour. |
| **Description: C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3D92WO4A\MC900240341[1].WMF** | This book will tell you about FRA’s work on how people might be treated differently in healthcare and on multiple discrimination in healthcare.  Multiple discrimination is when you are treated worse than others  because you are different  in more than 1 way. |
| View details | For example, because you are:   * woman and young * with a disability and a different skin colour.   Sometimes only people who are different  in more than one way are discriminated against.  For example, sometimes women with a disability  cannot have babies  because of what the doctor has done to their body without asking the women.  This does not happen to all women. This does not happen to everyone with a disability. It only happens to women with a disability.  This is multiple discrimination. |

## Why this work was done

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| **C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\JVW80LGC\MC900098039[1].wmf** | Rights are things that should happen for everyone.  For example, the right to good health  and the right to health services. | |
| C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SUGHCV68\MC900351700[1].WMF  **C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0293238.wmf** | There are lots of laws to protect your rights. These laws try to stop discrimination. For example, the law says that women and men  must be treated in the same way.  Other laws say that people with disabilities  have the right to be treated the same as people without disability | |
| View details | Most laws look at discrimination that  happens to people that are different in 1 way.  For example, they are a woman, or they have a disability.  There are not many laws that look at discrimination that happens to people that are different in more than 1 way.  For example:   * someone who is a woman and has a disability * someone who is gay and black. | |
| **C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900311832[1].wmf** | FRA did this work to learn more  about discrimination of people who are different in more than 1 way.  FRA wanted to know about the problems these people have to get medical help. |  |

## How the work was done

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| continents,Europe,maps | FRA looked at healthcare in 5 countries. The 5 countries were: | |
|  | Austria  Czech Republic  Italy | Sweden  United Kingdom |
| C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SUGHCV68\MC900351700[1].WMF | FRA looked at laws in these 5 countries. FRA also looked at the work of the governments in these 5 countries.  FRA talked to the people who needed medical help in these 5 countries. | |
| **C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900436822[1].wmf**  **C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900445564[1].wmf**  View details | FRA talked to people  who were different in 2 or 3 ways:   * All had a different skin colour * Some were old people * Some were old people with a disability * Some were young women who were maybe having a baby * Some were young people with an intellectual disability. | |

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| C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\6DOWT4VN\MC900016002[1].wmf  **view details** | FRA also talked to:   * Doctors and nurses * Organisations that support people who are different * Organisations that look after the rights of people * Politicians * Lawyers. |
| **C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\JVW80LGC\MC900078622[1].wmf** | For example, FRA asked:   * What health problems do you have? * Do you get help easily when you have a problem? * What do you need to have good health? * Have you been treated unfairly at the doctors? * What can you do if you are treated unfairly? |
|  | This book tells what they said.  It tells of the discrimination that happens when people go to the doctor. It also tells of discrimination that happens to people  that are different in more than 1 way. |

## Why some discrimination is hard to understand

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| **C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900436822[1].wmfC:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900445564[1].wmf**  C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SUGHCV68\MC900351700[1].WMF | Most laws look at one type of discrimination at a time. Few laws look at multiple discrimination. Multiple discrimination is when several types of discrimination happen together to 1 person.  Only 6 countries in Europe have laws that also look at multiple discrimination. |
| **C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\JVW80LGC\MC900078622[1].wmf** | Multiple discrimination is often not well explained. This makes it hard to understand the laws. It makes it hard to understand  what is multiple discrimination and how people are protected. |
| **= 🗸**  C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SUGHCV68\MC900351700[1].WMF  **= X** | Some types of differences are better protected than others. For example, people with different skin colours and women  are better protected than  old people, young people and people with disabilities. This makes it hard  to protect people against multiple discrimination. |

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| **C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\JVW80LGC\MC900078622[1].wmf** | If laws are hard to understand, it is harder for lawyers to protect people who have been treated unfairly. |
|  | This means there are not many examples of people who were treated unfairly. Because of that, lawyers must try to understand the laws with no help from other lawyer’s work. |
|  | There is little information on discrimination in healthcare.  There is also little information  on differences between people who need a doctor. This makes it hard to know  when people are treated unfairly because they are different. |

## Problems in healthcare

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| Description: C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3D92WO4A\MC900044888[1].WMF  **???** | Some people speak different languages. Some people have a disability  and have problems speaking.  It is sometimes difficult for doctors and nurses  to understand what people say. Sometimes people do not understand  what doctors and nurses say.  Often there is no one to help  when talking to the doctor. There is no one to speak to in the same language.  There is no easy-to-read information.  This means it is hard for people to explain what is wrong. This means it is hard for people to understand  what the doctors ask. |
|  | Sometimes hospitals provide no information about:   * the different types of medical help * what treatment can help * what patients need to do. |
| C:\Program Files (x86)\Microsoft Office\MEDIA\CAGCAT10\j0222021.wmf | Medical help and medicine cost money. This is a problem for many people who are poor  or have jobs which pay little.  Many countries now have less money. They spend less money on  helping people to pay for medical help. Some people cannot get free medical help  if they do not have the right papers. |
| C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39P0DAGA\MC900056986[1].wmf | Sometimes it is difficult to get medical help  because of how healthcare is organised. Sometimes, hospitals and doctors are hard to get to.  For example:   * the places are too far away * someone needs to help * it is difficult to enter the buildings if you have a disability * the information is hard to understand * the working hours in the hospital or at the doctors  are not good. |
| C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\39P0DAGA\MC900057677[1].wmf | The way people work and live can make it hard get medical help.  For example:   * People often work in jobs that  they need to be strong for. This can make them sick.  This work is harder when they get sick.  This work is harder when they get older. * Some people do not have time to be sick. If they do not work, they lose the job. * Women often take care of all the family. They do not have time to be sick. |
| view details | People with a disability living independently  sometimes have better access to medical help than when they live with their family because the family does not listen to them properly. |

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| C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\6DOWT4VN\MC900433458[1].wmf | People believe in different things or do things differently  because of where they come from.  Women with different skin colours or  who have a different religion  may not go to the doctors  because they are not treated as they would like.  For example, Muslim women do not like to be with doctors who are men. In many countries, doctors do not think about what Muslim women want and that Muslim women do not want to be with  doctors who are men. Muslim women sometimes  stop going to the doctor because of that.  People with different skin colours  might think differently about medicine  and about doctors.  For example,  all the family may come into hospital with the patient.  The doctors do not always respect this. People who come from another country  might believe in medicine from their countries.  They can’t find these medicines where they live now. |

## Examples of discrimination and multiple discrimination

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| C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900221941[1].wmf | Some people wait for medical help longer than other.  Some people think this is often because  they have a disability  or a different skin colour. |
| view details | Sometimes people cannot get appropriate medical help because   * they come from a different country  and they do not have the right papers * they have a different skin colour * they have a disability. |
| C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900441321[1].png  C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\6DOWT4VN\MC900018372[1].wmf | Sometimes doctors and nurses  do not treat patients nicely or do not take them seriously if they have a different skin colour or if they have a disability or if they come from a different country or if they are old.  Sometimes doctors and nurses  think patients who are old  and come from another country are pretending to be sick to get money from the government.  The doctors and nurses are not always friendly to  patients who look different  or dress differently. For example, women who are Muslim. |
|  | Sometimes doctors and nurses  give medical help which is not very good to people who are different. |
|  | The law says everyone should have a choice.  People who are different often find it hard to make their choice about medical help.  Sometimes doctors and nurses do not explain to them the medical help they can get.  Sometimes there is no information about the medical help or the information is hard to understand. |
| C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\6DOWT4VN\MC900016002[1].wmf | Sometimes doctors and nurses behave badly  to women with a disability.  Sometimes they say things which they should not say. For example, they ask about the patient’s sex life.  Sometimes doctors might ignore the health problems of a person with a disability.  They think the problems are part of the disability  Sometimes they do things  which they should not do. For example, a doctor might ask  the person who supports the person with a disability  what medical help is needed. They might not ask the person with a disability.  For example, sometimes doctors do things  to the bodies of women with disabilities  so these women cannot have babies without asking the women. |

## Problems in getting help

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| C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SUGHCV68\MC900351700[1].WMF  / | There are lots of laws to protect your rights. These laws try to stop discrimination.  Most laws look at one type of discrimination.  For example, the law looks at discrimination  that happens to women.  It says that women must be treated the same as men. |
| =**🗸**  **+**  C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SUGHCV68\MC900351700[1].WMF  **+**  = **X** | Laws also look at discrimination in something specific like getting a job, or getting medical help.  Some types of discrimination are protected better  than other types of discrimination.  Getting a job is better protected  than getting medical help. |
|  | This makes it hard to go to court  to stop discrimination that happens to people  who are different in more than 1 way when getting medical help.  It is hard for the courts to protect someone  who has a disability and a different skin colour and is looking for medical help. This is because when looking for medical help  skin colour is protected by European law but disability is not protected. |
|  | Many people do not know who to complain to  about discrimination. Many people do not know where to go to complain. |
| Description: C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SUGHCV68\MC900056149[1].WMF | There are different places to go to complain. You can go to one place to complain about discrimination. You can go to another place to complain about  bad doctors and nurses. This makes it difficult to complain. |
|  | Many people believe that complaining  will not change anything. |
|  | Many people are scared that complaining  will make it harder to get medical help in the future. |
|  | Many people say there is not much help to make it easier to complain. The information is hard to understand  because the words are hard to understand or because it is not in their language.  For some people,  the people that help them in the daily lives do not help them to complain. |

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|  | When someone does complain,  it is hard to show that there has been discrimination. |
| C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900441321[1].png    **???** | Lawyers usually try to go to court  speaking about bad doctors  instead of discrimination.  This is easier for them to speak about. This is easier for them to win in court. This gives them more money if they win.  But then discrimination is not shown and nothing is done about discrimination.  It is even harder  to show different types of discrimination together. Different types of discrimination together  is called multiple discrimination. |
|  | Judges and lawyers do not know  about multiple discrimination. |
| **C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900436822[1].wmf**C:\Users\tara\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\OH3NMSNV\MC900441321[1].png | This means lawyers do not speak  about multiple discrimination.  It is hard to win in court  speaking about multiple discrimination. |
| **????** | This means no one knows  how much multiple discrimination there is. |

## What next?

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| C:\Users\morrita\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SUGHCV68\MC900351700[1].WMF | There should be laws to give the same protection  for all types of discrimination.  When there is discrimination in healthcare  courts should pay victims of discrimination enough. |
|  | Everybody should be treated the same  when they need help for their health. This includes making sure that everyone  can understand information about health.  Different people have different needs. Different people believe in different things. Doctors and nurses need to understand this  and take it into account when providing healthcare. |
|  | Countries should collect more information  about who visits hospitals and healthcare centres. For example, they should find out information about  the health situation and problems of people with disabilities  and with different skin colours.  This will help them learn about problems in healthcare. |
|  | If people have problems with their doctors and nurses  they need to be told:   * what to do * how to complain * and where to go.   This will help them complain to the right bodies. |

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