

**Intervention on provisional agenda item 8.7 – Promoting the health of migrants
138th EXECUTIVE BOARD**

Speaker: Ms Zuzana Kusynová, from the International Pharmaceutical Federation (FIP)

Thank you for the opportunity to speak on behalf of FIP and three million pharmacists worldwide.

We welcome that the issue of promoting migrants' health has been put on the global health agenda.

As outlined under *“future priorities”* of the Member States, there is still room for improvement to ensure that migrants receive high-quality care.

Focusing on the second point, *“to ensure that health services are culturally, linguistically and epidemiologically appropriate, and increase the capacities among the health workforce to understand and address the health issues associated with population displacement”*, we would like to mention that this objective can be facilitated by tools and resources that help to improve communication with migrants.

Pharmacists and their organisations have developed some of these tools. For instance, FIP has recently published a health advisory document, *“Providing pharmaceutical care to migrant populations: Information and guidelines for pharmacists and the pharmacy workforce”*, detailing the roles and important considerations for pharmacists supporting migrant populations. This document has been translated and adapted for local use, most recently by colleagues in the former Yugoslav Republic of Macedonia.

Beyond these guidelines, FIP provided a series of tools to facilitate the interaction between migrants and pharmacists. I would like to refer to two of these tools: (1) a bilingual framework (Arabic into English or Arabic into German) to facilitate intake of medical history and medication information; and (2) FIP's pictogram software, which enables communication of medication instructions when there is no common language or when patients have low literacy levels, through a series of validated pictograms. The software operates in different languages, including Arabic.

All these tools are available at: www.fip.org/emergencies.

We hereby renew the commitment of pharmacists to improve health of migrants.

Thank you.

(285 words)