

Appendices

Appendix A: Brief acculturation scale¹ (Paniagua, 2013, p. 72)

BOX 4.1: BRIEF ACCULTURATION SCALE

Instruction: Please check only one item from the group of Generation items, Language Preferred items, and Social Activity items.

My generation is:

First	Second	Third	Fourth	Fifth
(1)	(2)	(3)	(4)	(5)

The language I prefer to use is:

Mine only	Mostly mine	Both mine and English	Mostly English	Only English
(1)	(2)	(3)	(4)	(5)

I prefer to engage in social activity with:

Only within racial group	Mostly within racial group	Within/ between racial groups	Mostly with a different racial group	Only with a different racial group
(1)	(2)	(3)	(4)	(5)

Total Score: _____

Number of Items Checked: _____

Acculturation Score (Total Score/Number of Items Checked): _____

The Level of Acculturation for this client is (circle one):

Low Medium High

Source: Adapted from Paniagua (1994, 1998, 2005).

¹ The Level of Acculturation (Mean): 1,75 = low acculturation, 1,76 to 3,25 = medium acculturation, and 3,26 to 5 = high acculturation.

Appendix B: A guide to working with interpreters

Box 1: Clinical approach to working with interpreters and culture brokers

Before the interview

- Meet with the interpreter to explain the goals of the interview.
- Discuss whether the interpreter's social position in country of origin and local community could influence the relationship with the patient.
- Explain the need for especially close translation in the mental status examination (e.g., to ascertain thought disorder, emotional range and appropriateness, suicide risk).
- Ask the interpreter to indicate when a question or response is difficult to translate.
- Discuss any relevant etiquette and cultural expectations.
- Arrange seating in a triangle so that the clinician is facing the patient and the interpreter is to one side.

During the interview

- Introduce yourself and the interpreter and explain your roles.
- Discuss confidentiality and ask for the patient's consent to have the interpreter present.
- Look at and speak directly to the patient; use direct speech (e.g., "you" instead of "she" or "he").
- Avoid jargon or complex sentence constructions; use clear statements in everyday language.
- Slow down your pace; speak in short units to allow the interpreter time to translate.
- Do not interrupt the interpreter; keep looking at the patient while the interpreter is speaking.
- Clarify ambiguous responses (verbal or nonverbal) and ask the patient for feedback to make certain that crucial information has been communicated clearly.
- Give the patient a chance to ask questions or express concerns that have not been addressed.

After the interview

- Discuss the interview and ask the interpreter to assess the patient's degree of openness or disclosure.
- Consider translation difficulties and misunderstandings and clarify any important communication that was not translated or was unclear, including nonverbal communication.
- Ask the interpreter if he or she had any emotional reactions or concerns of his or her own during the interview.
- Plan future interviews; whenever possible, work with the same interpreter or culture broker for the same patient.

More detailed information and resources for locating interpreters and culture brokers can be found at www.mmhrc.ca.

Appendix C: Questionnaire A ‘Quality and Accessibility of Mental Health Care for Foreigners in Prague’

‘ENGLISH version’

Quality and Accessibility of Mental Health Care for Foreigners in Prague

Quality and Accessibility of Mental Health Care for Foreigners in Prague

Dear participant,

I'm a psychology student at Charles University currently enrolled in the final year of my Master's program. My interest is focused on intercultural psychology, and I'm writing my Master's thesis about the quality and accessibility of psychological care for foreigners who live in Prague (psychotherapy, psychodiagnostics, crisis intervention, counselling, etc.). In order to gain insight into foreigners' experiences with psychologists/psychotherapists in Prague, I have prepared a short list of questions about your own personal experience.

The completion of the questionnaire is anonymous and it will take you 10 minutes. The data from the questionnaires will be summarized in a final report that will reflect the overall quality and accessibility of psychological care for foreigners in Prague. Also, positive references for psychologists will be used to create an online database of recommended psychologists who work with foreign clients in Prague.

If you have any questions or if you'd like to contact me feel free to do so via e-mail: mental.health.prague@gmail.com

Thank you for your participation!

Martin

1. I identify my gender as

- Female
- Male
- Prefer not to disclose

2. Age

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-99

3. Nationality

4. Languages spoken (at least conversational level - B1)

- Czech
- English
- Polish
- German
- French
- Spanish
- Italian
- Polish
- Ukrainian
- Vietnamese
- Other (please, specify)

5. Visa status

- Short-term visa for a stay up to 90 days (Visa "C")
- Long-term visa over 90 days (Visa "D")
- Permanent residence
- EU
- Other (please, specify)

6. How long have you been living in Prague?

- 1-3 months
- 4-7 months
- 8-12 months
- 1-3 years
- 4-7 years
- 8-10 years
- More (please, specify)

7. Occupation

- Student
- Entrepreneur
- Employed
- Unemployed
- Other (please, specify)

8. Have you ever had personal experience with a psychologist/psychotherapist in Prague?

- Yes
- No (please, go to question 26)

For the following questions, if you've seen more psychologists in Prague, please consider the most positive experience or the one that had the biggest impact on you.

9. What kind of psychologist did you see?

- Private
- Private hospital/clinic
- Public hospital/clinic
- Other (please, specify)

10. Could you briefly describe the reason for your visit? (optional)

11. How did you search for the psychologist?

- Internet
- GP referral
- Friend referral
- Other (please, specify)

12. How difficult was it to find a psychologist that would meet your needs?

- Very easy
- Rather easy
- Rather difficult
- Very difficult

13. What were the main barriers that you have encountered in accessing mental health services? (e.g. language, price, availability, lack of information, lack of competent psychologists, long waiting times, cultural differences, etc.)

14. From the moment you started searching for a psychologist, how long did it take to get your first appointment?

- Less than a week
- 1-2 weeks
- Less than a month
- 1-2 months
- 3-4 months
- More (please, specify)

15. How many appointments did you have with the psychologist?

- 1
- 2-5
- 6-10
- 11-20
- 21-30
- 31-50
- More (please, specify)

16. In which language did you communicate? Did the psychologist respect your language preference for communication?

17. Did the psychologist use an interpreter to facilitate communication with you?

Yes

No

Partly (please, specify)

18. Did you feel comfortable communicating with the psychologist? What made you feel comfortable/uncomfortable?

19. Did you feel that there were some misunderstandings or uncomfortable situations that might have been due to cultural differences between you and the psychologist?

20. Did you feel that the psychologist understood well all aspects of your problem? What made you feel this way?

21. Did the psychologist help you with the problem you came with?

- Yes
 No
 Somewhat (please, specify)

22. How did you feel about the price you were charged?

- Cheap
 Adequate
 Expensive
 Very expensive

23. Were the expenses covered by your insurance?

- Yes
 No
 Partly (please, specify)

24. Overall, how would you rate your experience?

- Excellent
 Good
 Neutral
 Bad
 Terrible

25. What were the main positives and negatives of your experience?

26. Would you be able to recommend any competent psychologists/psychotherapists who work with foreign clients in Prague? (your positive reference may be used to contact the psychologist in order to do a short interview)

27. Anything you would like to add (comments, ideas, recommendations, etc.)? Would you have any suggestions on how to improve the accessibility and quality of mental health services for foreigners in Prague?

28. Thank you for your time! If you'd be willing to further participate in the research (a short interview about your experience), and get information about the results of the study, please leave your e-mail address below or contact me at mental.health.prague@gmail.com

качество и доступность психологической помощи для иностранцев в Праге

Уважаемый участник опроса!

Я студент Карлова Университета по специальности психология и в этом году заканчиваю последний курс академической учёбы. Специализируюсь на интеркультурную психологию и в своей дипломной работе исследую качество и доступность психотерапевтической помощи для иностранцев, живущих в Праге (психотерапия, психодиагностика, консультация). Чтобы узнать об опыте иностранцев с психологами и психотерапевтами в Праге, я составил короткий список вопросов о Вашем собственном опыте. Заполнение анкеты не займёт более 15 минут. Данные из анкеты будут резюмированы в конечной статье, которая будет отражать качество и доступность психологической помощи для иностранцев в Праге. Из всех позитивных рекомендаций будет сделана онлайн база данных, содержащая перечень всех рекомендованных психологов, работающих с иностранцами в Праге.

Существуют-ли у Вас какие-нибудь вопросы, можете меня свободно контактировать на мой электронный адрес: mental.health.prague@gmail.com

Спасибо за принятие участия!

1. Пол

- Мужской
- Женский
- предпочитаю не указывать

2. Возраст

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-99

3. Национальность

4. Владею языками (как минимум уровень - B1)

- русский
- чешский
- англии~~и~~скии~~и~~
- украинский
- другой (пожалуйста уточните)

5. Статус визы

- краткосрочная виза для пребывания до 90 дней ("С" виза)
- долгосрочная виза для пребывания на более 90 дней ("D" виза)
- вид на жительство
- ЕС
- остальные (пожалуйста уточните)

6. Как долго Вы живёте в Праге?

- 0-3 месяца
- 4-6 месяцев
- 7-12 месяцев
- 1-3 года
- 3-6 лет
- более (пожалуйста уточните)

7. Профессия

- студент
- работающий
- предприниматель
- безработный
- другой (пожалуйста уточните)

8. У Вас есть собственный опыт с психологом/психотерапевтом в Праге?

- ДА
 НЕТ (пожалуйста перейдите к вопросу 26)

Если Вы были в Праге у более чем одного психолога, в следующих вопросах пожалуйста выберите самый полезный опыт, или такой, который на Вас более всего повлиял.

9. У которого вида психолога Вы были?

- Частная практика
 агентство
 больница
 остальное (пожалуйста уточните)

10. Можете коротко сообщить о причине Вашего визита? (необязательно)

11. Как Вы психолога искали?

- Интернет
 больница
 назначение врача
 рекомендация друга
 остальное (пожалуйста уточните)

12. Как сложно было найти психолога, который соответствовал Вашим требованиям?

- Очень легко
 скорее легко
 скорее сложно
 очень сложно

13. Вы почувствовали какие-то барьеры в процессе получения психологической помощи? (например язык, цена, расстояние, доступность, долгое время ожидания, недостаток информации, культурные различия, недостаток качественных психологов и т.д.)

14. Какое прошло время между тем, как Вы начали искать психолога и Вашей первой встречей с ним/ней?

- Менее чем неделя
- 1-2 недели
- менее чем месяц
- 1-2 месяца
- 3-4 месяца
- более (пожалуйста уточните)

15. Сколько встреч Вы с психологом имели?

- 1
- 2-5
- 6-10
- 11-20
- 21-30
- 31-50
- более (пожалуйста уточните)

16. На каком языке Вы разговаривали? Соблюдал-ли психолог в коммуникации Ваше языковые предпочтения?

17. Использовал-ли психолог помощь устного переводчика, что бы облегчить коммуникацию?

ДА

НЕТ

ЧАСТИЧНО (пожалуйста уточните)

18. Вы себя чувствовали в коммуникации с психологом комфортно? Почему Вы чувствовали себя комфортно/неудобно?

19. Вы почувствовали какие-то недоразумения или неудобные ситуации из-за культурных различий между Вами и психологом?

20. Понял психолог хорошо все аспекты Вашей проблемы? Почему так думаете?

21. Помог Вам психолог с Вашей проблемой?

- ДА
- НЕТ
- ЧАСТИЧНО (пожалуйста уточните)

22. Как Вы относитесь к оплаченной цене?

- Дешевая
- соответствующая
- дорогая
- очень дорогая

23. Покрыло страхование все расходы?

- ДА
- НЕТ
- ЧАСТИЧНО (пожалуйста уточните)

24. В общем, как бы Вы оценили данный опыт?

- Отлично
- хорошо
- нейтрально
- плохо
- ужасно

25. Какие были основные положительные и отрицательные аспекты Вашего опыта?

26. Можете назвать какого-нибудь психолога/психотерапевта работающего в Праге с иностранными клиентами? (Ваша позитивная рекомендация может быть использована как основа для связи с психологом, с целью короткого интервью о его/её работе)

27. У Вас есть что-нибудь, что хотите дополнить (комментарии, идеи, рекомендации)? Имеете какие-то идеи, как улучшить доступность и качество психологической помощи для иностранцев в Праге?

28. Спасибо за Ваше время! Если хотите принять более активное участие в исследовании (короткое интервью о Вашем опыте) и получить информацию о результатах исследования, пожалуйста, напишите мне на mental.health.prague@gmail.com

Appendix D: Questionnaire B 'Accessibility of Mental Health Care for Foreigners in Prague'

'ENGLISH version'

Accessibility of Mental Health Care for Foreigners in Prague

Accessibility of Mental Health Care for Foreigners in Prague

Dear participant,

I'm a psychology student at Charles University currently enrolled in the final year of my Master's program. My interest is focused on intercultural psychology, and I'm writing my Master's thesis about the quality and accessibility of psychological care for foreigners who live in Prague (psychotherapy, psychological assessment, crisis intervention, counselling, etc.).

I have prepared this short survey in order to explore how foreigners (non-Czech/Slovak population) who live in Prague are informed about the options of mental health care in Prague and how they access it.

The completion of the questionnaire is anonymous and it will take you less than 5 minutes.

If you have any questions or if you'd like to contact me, feel free to do so via e-mail: mental.health.prague@gmail.com

Thank you for your participation!

Martin

1. I identify my gender as

- Male
- Female
- Prefer not to disclose

2. Age

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-99

3. Nationality

4. Visa status

- Short-term visa for a stay up to 90 days (Visa "C")
- Long-term visa over 90 days (Visa "D")
- Permanent residence
- EU
- Other (please, specify)

5. How long have you been living in Prague?

- 1-3 months
- 4-7 months
- 8-12 months
- 1-3 years
- 4-7 years
- 8-10 years
- More (please, specify)

6. Occupation

- Student
- Erasmus student
- Employed
- Unemployed
- Entrepreneur
- Other (please, specify)

7. Have you ever had personal experience with a psychologist/psychotherapist in Prague?

- Yes
- No
- Somewhat (please, specify)

8. If I needed a competent psychologist/psychotherapist in Prague I know where to look for help.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

9. If I were having a mental health crisis, I know where to look for the appropriate psychological help (crisis intervention) in Prague.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

10. If you were having a mental health crisis and needed psychological help quickly, how and where would you search for it?

11. If you were in search of psychotherapy, how much would you feel adequate to pay for a 50 minute session?

12. What do you think would be the main barriers for you in accessing mental health services in Prague?

13. Anything you would like to add (comments, ideas, recommendations, etc.)?

14. Thank you for your time! If you wish to get information about the results of the study, please leave your e-mail address below or contact me at mental.health.prague@gmail.com

Доступность психического здоровья для иностранцев в Праге

Уважаемый участник,

Я студент психологии в Карловом университете, в настоящее время заканчиваю магистерскую программу. Мой интерес сосредоточен на межкультурной психологии, и в моей дипломной работе я исследую качество и доступность психологической помощи для иностранцев, живущих в Праге (психотерапия, кризисное вмешательство, консультирование и т. д.).

Я подготовил эту краткую анкету, чтобы узнать, как иностранцы (не чешское / словацкое население), живущие в Праге, информированы о вариантах психологической помощи в Праге и как они её могут получить.

Заполнение анкеты анонимно и не займёт более 5 минут.

Если у Вас есть какие-нибудь вопросы или Вы хотите связаться со мной, не стесняйтесь обратиться на меня на электронном адресе: mental.health.prague@gmail.com

Спасибо за Ваше участие!

Мартин

1. Пол

- Мужской
- Женский
- предпочитаю не указывать

2. Возраст

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-99

3. Национальность

4. Статус визы

- краткосрочная виза для пребывания до 90 дней ("С" виза)
- долгосрочная виза для пребывания на более 90 дней ("D" виза)
- вид на жительство
- ЕС
- остальные (пожалуйста уточните)

5. Как долго Вы живёте в Праге?

- 1-3 месяца
- 4-7 месяцев
- 8-12 месяцев
- 1-3 года
- 4-7 лет
- 8-10 лет
- более (пожалуйста уточните)

6. Профессия

- студент
- работающий
- предприниматель
- безработный
- другой (пожалуйста уточните)

7. У Вас есть собственный опыт с психологом/психотерапевтом в Праге?

- ДА
- НЕТ

8. Если мне нужен компетентный психолог / психотерапевт в Праге, я знаю, где искать помощь.

- Полностью согласен
- Согласен
- Нейтральный
- Не согласен
- Абсолютно не согласен

9. Если бы у меня был психический кризис, знаю, где искать подходящую психологическую помощь (кризисное вмешательство) в Праге.

- Полностью согласен
- Согласен
- Нейтральный
- Не согласен
- Абсолютно не согласен

10. Если бы у Вас был психический кризис и Вам была бы нужна быстрая психологическая помощь, как и где Вы бы её искали?

11. Какую цену Вы бы считали подходящей для 50-минутную психотерапевтическую сессию?

12. Какие по Вашему мнению могут появиться препятствия в процессе искания психологической помощи в Праге?

13. Вы бы хотели что-то добавить(комментарии, идеи, рекомендации и т. Д.)?

14. Спасибо за Ваше время! Если хотите получить информацию о результатах исследования, пожалуйста, напишите мне на mental.health.prague@gmail.com

Mental Health Care for Foreigners in Prague

Dear Sir / Madam,

I'm a psychology student at Charles University currently enrolled in the final year of Master's program. My interest is focused on intercultural psychology, and I'm writing my Master's thesis about the psychological care for foreigners who live in Prague (psychotherapy, psychodiagnostics, crisis intervention, counselling, etc.).

This short questionnaire makes part of my research. You will find several items that ask about your personal experience with psychological treatment of foreign (culturally different) clients in Prague. By filling out this 5-10 minute survey, you will help me to better understand how mental health specialists who have experience in the field of intercultural psychology perceive the actual situation in Prague.

The questionnaire is in English but feel free to fill out the open questions in the language you feel most comfortable with.

For any questions, please contact me at: mentalhealth.prague@gmail.com

Thank you!

Martin

1. I am a

- Psychologist
- Clinical Psychologist
- Psychotherapist
- Psychiatrist
- Counsellor
- Other (please, specify)

2. I work

- As a private practitioner
- In a private hospital/clinic
- In a public hospital/clinic
- Other (please, specify)

3. I focus on

- Psychological testing and assessment
- Psychotherapy
- Crisis Intervention
- Couples and Family counselling/therapy
- Other (please, specify)

4. Years of professional practice

- 1-2 years
- 3-5 years
- 6-8 years
- 9-11 years
- 12-15 years
- More (please, specify)

5. Do you take insurance?

- Yes
- No
- Other (please, specify)

6. Nationality

7. I work with

- Individuals
- Couples
- Groups
- Children
- Families
- Other (please, specify)

8. I work with foreign (non-Czech/Slovak) clients in Prague

- Yes
 No
 Other (please, specify)

9. How many clients do you see per week? (approximately)

- 1-3
 4-6
 7-10
 11-15
 16-20
 More (please, specify)

10. How many of the clients you work with are foreigners? (average percentage)

Assign: 100 points

Foreign clients

Czech/Slovak clients

11. What are the nationalities you usually work with?

- Czech/Slovak
 English (UK)
 American
 Canadian
 Russian
 Ukrainian
 Polish
 Vietnamese
 Other (please, specify)

12. In which languages can you work?

- Czech
- English
- Russian
- German
- French
- Spanish
- Italian
- Other (please, specify)

13. Have you ever used an interpreter to communicate with a client?

- Yes
- No
- Partly (please, specify)

14. Do you charge extra fee for consultations in your non-native language?

- Yes
- No
- Other (please, specify)

15. Do you also provide crisis intervention for foreign clients?

- Yes
- No
- Other (please, specify)

16. If you do not provide crisis intervention for foreign clients, to where would you refer them in case of emergency?

17. What do you think are the main barriers for foreigners in accessing psychological care in Prague?

18. What is most challenging for you in working with foreign clients? Are there any specific populations or settings that you find particularly difficult to work with?

19. From your experience, are there any characteristic problems/difficulties that foreign clients frequently present? (e.g. loneliness, difficulties with adaptation, cultural issues, etc.)

20. Do you use any specific methods, interviews or tests when working with foreign clients (e.g. translations of tests, structured or semi-structured interviews)?

21. Would you have any suggestions on how to improve the accessibility and quality of mental health services for foreigners in Prague?

22. Do you think it would be useful to have a list of practitioners (psychologists/psychotherapists/psychiatrists) both from private and public practice who work with foreign clients? If so, would you like to be on the list?

- Yes and I would like to be on the list
- Yes but I wouldn't like to be on the list
- No

23. Thank you for your time! Please leave your email address below if you wish to be informed about the results of the study or you can also contact me at mental.health.prague@gmail.com

Appendix F: Facebook groups where Questionnaire A & B were promoted

Name of the group	Members (April 2017)	Link
<i>Foreign population in Prague</i>		
Crowdsauce	9004	n/a
Prague Expats	14081	www.facebook.com/groups/134269863329043/
Expats in Prague - Unite	12009	www.facebook.com/groups/pragueexpat/
Italiani a Praga	7349	www.facebook.com/groups/46621576683/
Peuple francais a Prague	1142	www.facebook.com/groups/1529392053939775/
Portugueses.cz	1744	www.facebook.com/groups/portugueses.cz/
LATINOS en Praga	2550	www.facebook.com/groups/latinoszech/
PRAGER RUNDE	1354	www.facebook.com/groups/prager.runde/
Чехоходы - сообщество русскоязычных...	7041	www.facebook.com/groups/286354494715/
Чехия. Жизнь в Чехии...	8618	www.facebook.com/groups/blogczru/
<i>International students in Prague</i>		
IC CUNI 2016/2017	1396	www.facebook.com/groups/624161877756189/
Exchange/Erasmus at University of Economics, Prag	930	www.facebook.com/groups/195319100882011/
ISC CTU Spring 2017	639	www.facebook.com/groups/iscctuspring2017/
CZU Erasmus Prague 2016 – 2017	265	www.facebook.com/groups/1010487565627945/
Erasmus Prague 2016/2017 by Student Zone	1869	www.facebook.com/groups/erasmusprague2016/

Appendix G: Advertisement for Questionnaires A & B in all language versions.

Questionnaire A

ENGLISH

Hello,

I'm a psychology student at Charles University and I'm writing my Master's thesis about the quality and accessibility of mental health care for foreigners in Prague.

In the first part of my research, I'm looking for foreigners who have experience with a psychologist/psychotherapist in Prague and who would be willing to share their experience with me via a short questionnaire:

<https://www.surveio.com/survey/d/C4B1W3H9Q1B2N7F4N>

The goal is to get an overview about the problems that foreigners encounter when accessing and using psychological services. Also, in the final part of the questionnaire, I'm collecting positive references for psychologists in Prague, in order to create an online database of recommended psychologists who are competent at working with foreign clients.

In the long term, this information might help to improve the quality and accessibility of psychological services for foreigners in Prague.

Please, feel free to share the link with your friends or people that you think might find it interesting. For more information, contact me at mental.health.prague@gmail.com

Thank you!

RUSSIAN

Здравствуйте!

Я студент психологии на Карловом университете, в моей дипломной работе исследую качество и доступность психологической помощи для иностранцев в Праге.

В первой части моего исследования я ищу иностранцев, которые имеют опыт с психологом в Праге, и которые хотели бы поделиться своим опытом со мной через короткий вопросник:

<https://www.surveio.com/survey/d/H4A5T6E8S2E8F4B0H>

Цель состоит в том, чтобы получить обзор проблем, с которыми сталкиваются иностранцы при доступе и использовании психологических услуг. Кроме того, в заключительной части анкеты я собираю у своих клиентов позитивные рекомендации для психологов в Праге, чтобы создать онлайн-базу рекомендованных психологов, компетентных в работе с иностранными клиентами.

В долгосрочной перспективе эта информация может помочь улучшить качество и доступность психологических услуг для иностранных клиентов в Праге.

Пожалуйста, не стесняйтесь поделиться ссылкой с друзьями или людьми, которым это будет по Вашему мнению интересно. Для получения дополнительной информации напишите в чате ниже или свяжитесь со мной по адресу mental.health.prague@gmail.com

FRENCH

Bonjour,

Je suis étudiant de psychologie à l'université Charles. Je fais une recherche sur le soutien psychologique pour les étrangers à Prague. Je cherche des personnes étrangères qui ont déjà eu une expérience avec les psychologues/psychothérapeutes à Prague.

J'ai préparé un bref questionnaire à travers lequel je recueilli les informations sur les cotés positifs et les cotés négatifs de votre expérience. Il faut à peu près 5-10 minutes pour remplir le questionnaire. Je vous remercie de votre participation. N'hésitez pas à le partager avec vos amis ou les personnes qui pourraient être intéressées.

Voilà le lien: <https://www.surveio.com/survey/d/C4B1W3H9Q1B2N7F4N>

Pour tout renseignement vous pouvez me contacter sur mental.health.prague@gmail.com

Merci!

ITALIAN

Buongiorno,

Sono uno studente di psicologia all'università Carolina. Per la mia tesi di specialistica, faccio una ricerca sulla qualità e disponibilità del sostegno psicologico per i stranieri a Praga. Nella prima parte della ricerca vorrei raccogliere delle esperienze dei stranieri con i servizi psicologici a Praga. Ho preparato un breve questionario con qualche domanda sulla vostra esperienza. Il questionario è in inglese, pero potete compilarlo in italiano.

Ecco il link: <https://www.surveio.com/survey/d/C4B1W3H9Q1B2N7F4N>

Per qualsiasi domanda, potete scrivermi su mental.health.prague@gmail.com

Grazie mille!

SPANISH

Hola!

Soy un estudiante de psicología y estoy haciendo una investigación sobre el ayudo psicológico para los extranjeros en Praga. Me interesa como son los extranjeros informados sobre las posibilidades del ayudo psicológico en Praga y como lo buscarían en caso de necesidad.

Preparé un breve cuestionario que podéis encontrar aquí:

<https://www.surveio.com/survey/d/C5L9H7F6U9T2N0F2S>

El cuestionario está en ingles pero las preguntas abiertas (hay tres) podéis cumplir en español. Necesita menos de 5 minutos para cumplir.

Podéis también compartirlo con otras personas extranjeras que conocéis que viven en Praga.

Muchas gracias!

Questionnaire B

ENGLISH

Hello,

I'm a psychology student and I'm doing a research on the accessibility of mental health care for foreigners in Prague. I would like to find out more about how foreigners are informed about mental health care services in Prague and how would they access it in case of need. The Erasmus population is very large in Prague and your view is very valuable for my research. The completion of the questionnaire takes less than 5 minutes.

<https://www.surveio.com/survey/d/C5L9H7F6U9T2N0F2S>

If you'd have any questions, feel free to PM me or write me an email on mental.health.prague@gmail.com

Thank you!

RUSSIAN

Здравствуйте!

Я занимаюсь исследованием в области психологической помощи для иностранцев в Праге. В одной части исследования я хочу узнать, как иностранное население информировано о возможностях психологической помощи подходящей для иностранцев в Праге и как они бы её искали в случае необходимости. Пожалуйста, найдите минутку, чтобы заполнить эту короткую анкету, её заполнение займёт менее 5 минут.

<https://www.surveio.com/survey/d/N1L1C3F7F6H4P4S4K>

Appendix H: Questionnaire A and interview with Ida

Questionnaire A (open question items only)

Have you ever had to access emergency mental health services (crisis intervention) in Prague? If so, could you briefly describe your experience?

Yes, I was desperate to find good help and went to the crisis centre (I think at Bohnice), where I had to call several people to finally get an appointment with an English speaker. I spoke with him for maybe twenty minutes and he wrote me a reference for me to take to some therapist who I told him was way too expensive for me (but he didn't know of anyone else). It was not a helpful experience at all.

Could you briefly describe the reason for your visit? (optional)

Extreme depression and self-harm

What were the main barriers that you have encountered in accessing mental health services? (e.g. language, price, availability, lack of information, lack of competent psychologists, long waiting times, cultural differences, etc.)

All of the mentioned examples. The people who speak English are nearly impossible to find, and when you do find them, it's never covered by insurance (even though service from the same source in Czech would be covered completely), so to get the help you need, you have to pay a lot. Also, it's normally just the doctor who speaks some English, and nurses or receptionists still make it tough and uncomfortable by not wanting to talk to you.

From the moment you started searching for a psychologist, how long did it take to get your first appointment?

I tried to find help for over six months without finding a good option.

In which language did you communicate? Did the psychologist respect your language preference for communication?

English, but he is not very good, though it means a lot that he tries hard.

Did you feel comfortable communicating with the psychologist? What made you feel comfortable/uncomfortable?

This one, yes. Mental health professionals I've dealt with in the past made me very uncomfortable. They did not hide their resentment at having to speak English, and many suggested I should even go back to Norway for help. It was very upsetting.

Did you feel that there were some misunderstandings or uncomfortable situations that might have been due to cultural differences between you and the psychologist?

Yes. The fact that I do not speak Czech makes some treat me like an intruder, while that would be unacceptable in my home culture. Plus, a lot of things get lost in translation.

Did you feel that the psychologist understood well all aspects of your problem? What made you feel this way?

My current one, yes. He makes extra effort to understand every aspect of my problems, and he never tries to "aim" me in the easiest direction so he can be done with me - a lot of Czech health care people have done that in the past.

What were the main positives and negatives of your experience?

After a year of struggling, I finally found a therapist I can stick with, but I pay more than I can afford because the English sessions are not covered by insurance. And it would never have taken me a year to get real help if I spoke Czech. There are frighteningly few avenues to help English speakers find help for mental issues.

Anything you would like to add (comments, ideas, recommendations, etc.)? Would you have any suggestions on how to improve the accessibility and quality of mental health services for foreigners in Prague?

I think the least that should be done is to have English therapy sessions covered by insurance in the same way Czech sessions are. It's the exact same service, only in English! And I believe it should be a legal requirement for anyone in any way connected to the health system to speak good conversational English. That alone would have made my experiences much less traumatic.

Interview

Your case is valuable for my survey because you have an experience with both public and private practitioners. I would like to ask you more about your public experience. In the questionnaire you've mentioned that it took you like 6 months to find someone who could help you so I would like to know more about it. I can imagine that it was quite acute at the time so how did all these things start?

Well, I was having a really hard time at work, I was working and my depression issues would start to develop. So it was getting quite difficult to deal with it and I realized that I really really needed to talk to someone, I needed to start taking action otherwise I was not gonna make it through the month. And I kept looking for places online but everything was yeah I actually wrote emails to any place that I could get my hand on every place that I found, no one wrote me back, the ones who did wrote like four or three line sentences in poor English saying like sorry but we cannot help you, essentially. So finally when I first came here for my first job in Prague, I started to see a private therapist for a little while but she was super expensive and I had to stop because it was way over my budget so I only went to her three or four times.

Could you mention how much it was?

It was 1000 crowns for a 50 minute session which is way higher than I could afford. But I dug up her address and I wrote to her if she could recommend me someone she knew in case of emergency that I could go to because I was very desperate and she said that I should contact Bohnice.

So in the beginning you were trying to find someone on the internet.

I did and it was not very helpful.

Did you have any social support? I mean some friends you could ask for help?

I have a good Czech friend who sees a therapist but she also sees only Czech people so she could not really do anything and you know any recommendation I got from the ones I contacted online they got back to me way too late and there was just not a lot of resources, not a lot of places to get support.

So basically, you found someone on internet, you had three sessions and then it was way too expensive and you could not afford it. Was it still helpful this short intervention?

It would have been helpful if it continued I'm not good at talking to people, especially not about me so it

takes a while for me to get into it with a therapist so it was cut short before anything could come out of it really. Also, with my work at the time I didn't have set hours Monday to Friday so I had to contact her when I actually could and I could not always set a new session for the next week like I didn't have a structured schedule so it was difficult to get time and later I realized that when it cost so much it was not really worth it, I thought. you know I cannot get broke every week when I see a therapist.

So you asked for an advice for some public place where you could go?

Yeah I emailed her for a reference and she volunteers at women's clinic at Bohnice so she suggested that I contact the crisis center there, she gave me a number. I was feeling very hopeful because I'd heard that this is the place where they can help and I was like if anywhere they can help me, this must be it. But I called the number that she gave me and no one spoke English, I was calling from work just when I was feeling really desperate and I needed something like preferably that day and just no one understood me, they handed the phone to someone who said call this number there will be English speakers there, I called that number and they didn't understand me either, eventually they got someone who spoke kind of almost English to tell to call back after some time because there would be someone who could speak English better. I was crying on the phone obviously not very happy but I called back after the time they said and there was a nurse who said that I could come that evening and there would be a guy who spoke English, she said to come after 7pm and I said OK. I came at 7pm my girlfriend traveled with me we waited, I brought all the papers, she said to bring. And then like three hours later I got to see the guy (chuckles).

You were waiting for three hours to get it?

Yes, at very least..and then the conversation lasted about thirty minutes. I could tell he probably had had a very long day by the time he got to me but he basically listened to what I had to say but the he seemed to just fall back on whatever was the easiest, he seemed to do just like a quick pseudodiagnosis and said ok, it seems like you have this issue so I can recommend...well, nothing actually. He gave me information for a private clinic where they have psychologists and psychiatrists and told me to contact them, something in Karlin. And he wrote me this paper, because whenever you go to a public crisis center you have to write this summary of what they learned about you. Obviously it was in Czech and obviously they do not tell you what is on this thing so you have to go home and google translate it which is so much fun... Also, I said that I had a hard time sleeping so he gave me this document and one sleeping pill to take that night and the number for this therapist place which I had to contact on my own so that was the experience with Bohnice, the three hours waiting and thirty minutes of conversation.

How did you feel about the environment there, it is quite a huge psychiatric hospital, was it easy to reach it for you?

Oh, not at all. First of all, it was quite an adventure to get there and then to find your way into the right building because it is quite a maze in there. Try asking for directions does not go very well so we just had to kind of guess from the Czech signs so we just kind of walked through the main road guessing... In the end we found it, it was this smallest, most hidden little building.

And in the building they were waiting for you already?

Well, no I knocked and there were some people in the waiting room sitting and reading so I knocked on the door and a lady came out speaking Czech, I started to speak in English and she was just like "oh ok wait." She obviously knew for whom I came because how many English speakers do they get crying on the phone everyday so yeah I talked to her gave her all my papers and she put me on the schedule and told me to wait and yeah the rest you know. The guy I saw was a psychiatrist and I was really disappointed because I was really messed up back then and I know that this crisis clinic they have more things that they can offer to someone who comes and is really really desperate than just a pill and a note. But there was not even a hint offering me any more help. The whole experience felt to me like I was bothering them, which you do not really want to feel like when you need help. But it was not just a very comfortable feeling but sadly not more or less than I had expected.

So they gave you the document, the pill, sent you home and suggested that you call another clinic.

Pretty much yeah. I did call them, there was a lady on the phone who could speak English and a week and a half later I had an appointment with their psychiatrist which I had to pay for. When I finally got to talk to him... well, he was not very friendly to begin with, but that might be just a personalities clash. Anyway, the psychiatrist suggested that I see their therapist who does speak English very well and takes foreign clients. But at the time it was sometime around April and he told me that I could have an appointment in the beginning of June and it would also cost something around 1000 crowns. So I politely declined and that was the only thing I got from that clinic.

And then?

So I decided that it was a waste of time so I went to see my GP again... he knows me quite well... you know most of my sick leaves when I'm ill or something.

Your GP in Prague?

Yeah.

And you said you would see him again that means that you had seen him before?

Yeah, I've seen him many many times. I told him this whole story about the places that I'd been and he told me that I should go and see a psychiatrist who works at the hospital at the end of the green line, that giant hospital you know

Motol?

Yeah, and he said that I could just go there that I do not need an appointment and foolishly I believed him and traveled the journey to that hospital only to be told that I needed an appointment like six months in advance and I was sent back to my GP. So I went back and told him how well that went and that is when he told me about this another hospital somewhere between IP Pavlova and Karlovo namesti, do not remember exactly where it was.

You mean the VFN, Vseobecna fakultni nemocnice?

Yeah that's probable, that does not sound entirely wrong. Whatever it's called I went there and talked to someone because essentially what I was looking for was to be admitted somewhere where I could get a full time help for a little while, which I told them. They read the note and I told them everything I went through and they basically panicked and wanted to admit me on the spot which I told them I could not really do at the moment. I didn't have any things with me you know... So they made me promise them that I would go back home pack my stuff and return in the morning, they made me swear that I would be there at 9 am exactly. So I came the next day and I spent a week in the mental wing. (chuckles) That was probably the most pointless thing I've ever done.

Pointless?

There was one kind of doctor who spoke some English who came and dropped by once a day to ask me how I was doing. There were two nurses who kind of spoke English which meant that they could translate for me when they were people telling me some things or yelling at me all the time. I got lucky, though, that there was one patient who had a Swedish husband so her English was perfect so she helped me the first few days but essentially no one did anything for me during that week apart from stuffing me with

drugs.

There was no therapeutic program?

No, you just had hours when I could go out for a walk, there was very low structure and supervision.

How did you feel like?

Alone and lonely. I was sharing room with some other people, at first we were four, then three and then just two in the room but in the entire wing we were like 30 people maybe.

But for the Czech patients there were some activities?

Well, they at least knew what was going on, to me no one gave me much information about anything, you know, no one tried to get me involved with other patients because hardly anyone from the staff could speak English. It was usually like, "oh here comes the English speaker what are we gonna do with her?"

So again, you probably felt like you were bothering?

Yeah, I just spent a lot of time on my own reading and listening to music. Well, reading at first but when I got tired from the pills I was just sitting in a chair listening to music. That was not helpful and unbelievably lonely so after a week I basically said to them, look this is not helping I'm leaving tomorrow which took a lot effort but at least I finally got to talk to the real doctor whom I had seen only once since I got admitted. He spoke English very well which was great but it was again too late and it didn't really help either he actually had to just sign my discharge papers and that was it.

I was told in RIAPS, you know the crisis center, that they actually send foreigners to VFN.

Yeah RIAPS is actually close to where I live, I almost went there a few times, I was in front of the door. I called them and asked if there was anyone who spoke English and they said no so I just gave up and went home. Because I was like if you really help foreigners someone on the phone would be able to speak English.

Well, even if you rang the bell they would probably sent you to VFN where you ended up anyway.

Yeah (chuckles), well the good thing that came out from my week in that hospital was that they gave me an information about a psychiatrist that I should see regularly for my prescriptions. And finally I got to see someone whose English was great, who actually listened to me when I talked and seemed to actually

want to help me and be happy about offering me the services. That was awesome! I stopped looking for anything else, because I kind of gave up on therapists at this point, I mean there were therapist too but they were also expensive and I thought it was not worth it until two months ago. I came to see him regularly, I mean the psychiatrist, for the prescriptions.

And these were covered by insurance?

Yeah, some of it, you know it didn't ruin me, I think they are mostly covered.

What kind of insurance do you have?

I have VZP, which provides my employer. It covers the prescriptions but it does not cover therapy.

Do you think if you would see a therapist who would accept VZP you could have therapy covered?

Well I've seen some but I think they cover the Czech therapy but they do not cover English therapy. That's kind of the general story.

Ok, so what was the think that made feel good about the new psychiatrist?

Just the fact that he was not trying to get rid of me and he seemed to understand when I was complaining about the Czech service I was getting, he just laughed and said yeah I get it because he clearly sees the same thing all the time with other foreigners. So basically, I could see that he knew how difficult it could be to find a good help and he seemed to generally want not to be part of that system. So that was great.

So you've seen him several times?

Yeah I still see him actually, he's still my psychiatrist and some time ago when things were getting really difficult again, I went to see him and we just agreed that it's probably time that I try therapy again so he suggested this guy who was working with him, he was there every Friday, he got me an appointment for only 800CZK an hour (irony) which was still way more than I could afford but at one point you're just so desperate that you have to do it. I think it's worth it because I've been seeing this guy for maybe two months and, his English is not perfect but he really really wants to help and that's great. But you know even this therapist if I was Czech the insurance would cover it and that would help.

How often do you see him?

Every Friday, it's also good that I can do it regularly now with my schedule.

So after the whole story, do you feel you've finally found help that you are happy with?

Yeah, you know I'm happy with the clinic and I feel comfortable with the therapist, or at least as comfortable as you one can be with any therapist. I also still see the psychiatrist and I think it is a good support system, it actually feels that I have somewhere to contact if I need.

Thank you for your time and good luck!

Appendix I: Email correspondence with Edwar, an example of a personal barrier.

Martin Tusi <mental.health.prague@gmail.com>

Fri, Apr 14, 2017 at 8:19 PM

To:

Hello,

Thank you very much for your participation in my research. I would like to ask you for a brief clarification of your answers.

What do you exactly mean with your answer that mental health services are 'not good, damage, shameful and dangerous'?

Why would you recommend 'not to seek psychologists nor psychiatrists'?

Thank you!

Wishing you a nice evening,

Martin

Fri, Apr 14, 2017 at 8:25 PM

To: Martin Tusi <mental.health.prague@gmail.com>

Hello there,

I think that there is a damage for these sectors that I have studied about it in Research and in Newspaper reports

Better NOT TO SEEK or to NEED MENTAL HEALTH

Because it's something that will cause damage to the Patients and It's something abnormal and unacceptable for each person

This is Something very uncommon and Very rare to seek it

Because usually sexual Harrasors, Rapists and Other Criminals seek this help

Normal People shall not seek it

NOT to Seek Psychiatrist or Psychologists- this is Mainly Because that the Body shall not depend on the Medicine that can cause Very bad side Effects- Diabettes, Sickness, tiredness, stomachache- and Every Psychiatric Medicine can lead to death- and can lead to obesity

It can have very harmful Effects on the Patients

Better to Leave Mental Health Behind

Better to find alternative

Better to replace the traumatic Places like Dorms at the University, and Other crime rings and Crime places

Many Thanks

Best Wishes,

Edwar

[Quoted text hidden]

Appendix J: A complete list of adequate prices for psychotherapy that were provided by the participants who filled out the Questionnaire B.

Price (CZK)	Frequency	Percent
2000	2	2.7
1800	1	1.4
1500	2	2.7
1200	5	6.8
1000	10	13.5
900	4	5.4
800	4	5.4
700	3	4.1
600	6	8.1
500	12	16.2
450	1	1.4
400	3	4.1
350	1	1.4
300	4	5.4
250	3	4.1
200	3	4.1
Do not know	6	8.1
Insurance should cover it	4	5.4
Total	74	100.0
Mean	748	
Mode	500	12
Median	600	