

YSW01-04 - **EXPERIENCES FROM THE FIRST INTERNATIONAL TELEPSYCHIATRY SERVICE IN EUROPE: PATIENT SATISFACTION SURVEY**

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International telepsychiatry service was established between Denmark and Sweden in order to increase access to cross-cultural expertise that was more readily available in Sweden. Video-conferencing equipment connected the Swedish department of the Little Prince Psychiatric Centre with two hospitals, one asylum seekers' centre and one social institution, at four different places in Denmark. Over a period May 2006-October 2007, 30 patients were treated by telepsychiatry (21 men and 9 women). After the end of the telepsychiatry contact all patients were asked to complete a satisfaction questionnaire.

The patients reported a high level of acceptance and satisfaction with telepsychiatry, as well as a willingness to use it again or recommend it to others. Patients expressed a wish to use telepsychiatry via their mother tongue, rather than through an interpreter in the future.

Mental health services in Scandinavia face significant resource shortages that may result in functional gaps. There is no doubt that mentally ill asylum seekers, refugees and migrants are under-served in their mother tongue. Telepsychiatry can ease the access to scarce resources and improve the quality of care. Presented service is the first international telepsychiatry collaboration to be established in Europe. The results of the survey may contribute to changes in policy and routines within mental health services towards cross-cultural patient population not only in Denmark but also in the rest of the EU.