

Exposé

Best practice approaches from Hamburg for G20 challenges

Free Global Trade

Germany intends to use its G20 presidency to also discuss other key global problems, in addition to and beyond the main issues of economic, financial, climate, trade, employment and development policies. Migration and refugee flows as well as counter-terrorism are among such issues of global significance. (www.g20.org)

Hamburg, a city of innovation and with a long tradition of civic involvement, is home to various lighthouse projects that demonstrate approaches in dealing with challenges of development and migration.

Keywords: migration, refugees, digitisation,

Refugee First Response Center

How technology helped bridge language barriers during Europe's refugee crisis

Language is a key factor for medical aid. That's why the team of the Refugee First Response Center (RFRC) has transformed conventional shipping containers into medical stations including medical equipment, a network connection and HD video conferencing facilities. These allow doctors and other medical staff to interact with their patients through a highly flexible interpreting service – enabling refugees to communicate in their own language and thus receive more efficient medical assistance. As part of this project, interpreters for about 50 languages are available quickly via live video broadcasting, helping doctors and patients communicate with each other better and faster.

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Ten of these new tech-based container clinics in Hamburg have demonstrated how live video interpreting can be utilised at refugee shelters worldwide to revolutionise the provision of medical treatment. The RFRC prototype was developed by CISCO and Neidhardt's MLOVE team in collaboration with local partners in Hamburg. The goal is to install 100 container clinics at relevant hot spot locations in the near future.

“Tech is awesome and fun, but it can also become truly meaningful. When a large number of refugees arrived in Germany, we wondered how we could help. Then we developed the prototype of the Refugee First Response Center in cooperation with CISCO,” explains Harald

Neidhardt, the founder of MLOVE. “The container clinic connects with interpreters via video live stream for medical examinations in 50 languages. Ten of these smart containers have already been dispensed throughout Hamburg and have been very well received. Our concept shows how we can establish innovation to help more people using equitable resources.”

The initial idea, helped on its way by Mirko Bass of CISCO Systems, became a reality in Hamburg, Germany’s second largest city, within just six weeks. During the height of the refugee crisis, the first 10 of these medical emergency stations were installed in Hamburg, thanks to a donation worth EUR 900,000 by the Dorit & Alexander Otto Foundation. An impressive 5,000 medical examinations were completed in the first pilot clinic container in just five months in cooperation with the University Medical Center Hamburg-Eppendorf (UKE) and the Health Department of the Free and Hanseatic City of Hamburg. Additional facilities are now being installed in Greece and the Lebanon, with the ultimate goal of installing 100 (or more) of the kitted-out containers along the critical migration routes.

Further information

www.refugeefirstresponsecenter.com

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Picture material

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About Hamburg and the G20

On 7 and 8 July, the heads of state and government of the world’s leading 20 industrialised and emerging economies and their delegations are meeting in Hamburg, Germany. The exhibition grounds of Hamburg Messe in the very heart of the city will serve as the main venue for the summit. Hamburg, the “gateway to the world” with a port that is connected to 950 ports in some 180 countries worldwide, will be the first German city to play host to a G20 summit. In addition to the venues at the exhibition grounds, the Elbphilharmonie Hamburg, the city’s new landmark, will also play a special role. The new concert hall officially opened its gates in January. In the context of the summit, Germany’s Chancellor Angela Merkel has invited the heads of state and government as well as the representatives of the participating organisations to a concert on the night of the first day of the summit.

As part of its G20 presidency, Germany will be addressing traditional G20 issues relating to the global economy, trade, financial market regulations and fiscal policy, which have been included in the agenda ever since the financial crisis of 2008/2009. In addition, Germany aims to draw public attention to today’s global challenges, such as

combating pandemics, work safety, the promotion of women, ways of dealing with displacement and migration, prospects for African economies, as well as policy measures in the areas of climate protection, energy, and sustainable development. In Hamburg all of these topics have been of relevance and the city can offer many best practice examples and innovative projects connected with the G20 topics.

Further information, text material, statements, photos and footage, exposés and comprehensive media services by the City of Hamburg relating to the G20 are available at www.marketing.hamburg.de/g20.html

For G20 accreditation, themes and topics, please visit the official G20 website at www.g20.org

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