

Burundian Community and healthcare system

What was the health system in your country like?

The health care system in Burundi is basic (poor, worse) and medical facilities are limited, even in cities. Many Burundian have no access to formal health care, therefore Many Burundians use traditional remedies or spiritual believes to treat diseases before seeking any medical help. Many Burundian are more likely to die at home due to medical expenses

Sometimes medical assistance is not affordable for many people in Burundi as such people decide to stay home and handle everything to God

- Very poor healthcare system and lack of accessories or equipment
- Corruption
- Hard to access if your very poor
- No making appointment but rich people can see doctor before poor people regardless the time of waiting

What Expectations have people from your community brought to the Australian health system

5 to 7 years ago many Burundians who live here in Australia were unfamiliar with the health care system may benefit from orientation to the system, including how to make a health appointment, the importance of regular health checks and immunisation, and how to access emergency departments,

Many Burundian believe that any diseases can be cured in Australian, however some people don't believe in having Operation because they thing operations caused more health problems and not fix the actual problems completely

Many Burundian Australians still willing to access Australian medical treatments.

- Very high expectation regarding cure
- Less expensive and accessible any time
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What have been the surprises and disappointments in the Australian health system?

Surprises:

- Access healthcare system very easily and not very expensive like home
- Good services and highly skilled medical practitioners; such Doctors and Nurses
- Good investigations of source of disease. eg: I visited different doctor and get different opinions regarding my diagnosis, it was so good to compare different point of view from different expert.
- Easier to access to the healthcare : I can still go back and ask my doctor to find out what immunisation I have had so far and keep record of it.
- Good privacy and confidentiality between patients and doctors for instance: young boy from community stated that he was very happy when he went to see his GP who was not his neighbour that he won't go on and tell my parents what I have been up too so far.

Disappointments:

- Long waiting list to see specialists
- Healthcare provider being judgemental