



SUCCESS STORY

For IDPs, Trust Must Also Be Rebuilt

USAID provides consistent, reliable support to improve health access for IDPs in Kyrgyzstan



Hursanoy, left, and her daughter are rebuilding their family home in Osh. Thanks to efforts by USAID's Medical Relief Program, Hursanoy received assistance to access critical medical services, and began to rebuild trust in her community.

"Thanks to USAID and CitiHope for accompanying me to get medical care, I received good treatment at the local hospital and all of my treatments were free," says Hursanoy.

Telling Our Story

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In October 2010, inter-ethnic tensions and mistrust remained high in southern Kyrgyzstan as thousands remained jobless and homeless, unsure of whom to turn to for help. Lack of trust and financial resources are the primary factors that deter internally displaced persons (IDPs) from seeking necessary medical services at local health facilities. USAID-supported implementing partner, CitiHope International (CHI), is working with crisis-affected communities to improve access to essential health services at local medical facilities by helping IDPs overcome these barriers.

Hursanoy is one of many IDPs whose personal health, and the health of her family, has been directly affected by conflict in southern Kyrgyzstan. Prior to the unrest, Hursanoy suffered from chronic hypertension and diabetes. Hursanoy, a single mother, and her two children lived with their extended family in a large compound with three households. The family was taken by surprise when violence erupted in June 2010, and they initially fled to Uzbekistan. They returned to Osh to find their houses destroyed and, with it, Hursanoy's trust in her community and the local social and medical services. After June's events, she did not seek medical care for herself. Under intense stress and anxiety, compounded by the loss of the financial means to obtain necessary medications, Hursanoy's blood pressure worsened.

After receiving a brochure about the USAID Medical Relief Program, Hursanoy contacted CitiHope's outreach doctor and requested help accessing care for her chronic illnesses. To ensure Hursanoy received appropriate care, CHI staff provided transportation to the medical facilities and a CHI doctor accompanied her during registration, check-up and follow-up paperwork. Hursanoy also received assistance to have her disability documentation renewed, after which her costs for medical services and medications dropped significantly.

With the help of USAID's program, Hursanoy is regaining confidence in local health systems in Osh and has resumed critical medical care. "Thanks to USAID and CitiHope for accompanying me to get medical care. I received good treatment at the local hospital and all of my treatments were free of charge," says Hursanoy.