

Background

The promotion of health literacy (HL) with migrants presents difficulties for health professionals. These relate to the cultural context of different conceptions of health and illness between professionals and migrants and to the need to adjust strategies in the promotion of individual and family health.

Several authors identify health professionals' resort to the children of migrants as interpreters and mediators with their parents and highlight the digital literacy of the younger.

Objective: to analyze the promotion of HL by nurses with migrants using mediation by children in primary health care.

Methods

Study in primary health care: qualitative and ethnographic. Data collection techniques: narratives, participant observation, focus group and ethno biographic interviews to nurses, migrants, medical doctor and intercultural mediator; total of 52 participants.

Results

In this study, the existence of children of migrants was identified as a facilitator of the clinical practice at three subsequent levels: the communication process; the promotion of HL; the adherence to continuity of care.

The results suggested the interest of a deductive study. Objective: to study migrants' digital literacy in health. Partnership with the Portuguese High Commission for Migrations and with migrant associations enables the completion by migrants of an online form on digital literacy in health. Data was obtained to improve their health decisions by using the tools available for this purpose.

Conclusions

The results suggest that the children of migrants are potential mediators in the process of communication between health professionals and parents. The awareness of the importance of this role allows the adjustment of strategies by the professionals for the promotion of HL in migrants, including the incentive to use telephone translation services and Internet-based tools for scheduling health appointments.

Main message:

Health professionals resort to migrants' children and their digital literacy to adapt strategies to promote individual and family health.