August Gächter, Juliet Tschank, Yerivan Pruscha and Milica Tomic (Centre for Social Innovation/Migrant Consultancy Centre)

**To help patients again! A survey of immigrant doctors in the process of having their credentials formally recognized**

In early 2018, 168 physicians and dentists, all living in Vienna and being in the process of having their credentials recognized, participated in an online survey focusing on the recognition process and its complexities. In addition, five of them, all from Syria, participated in narrative interviews conducted in March 2018. Our research aims at identifying the main factors that make the recognition of medical credentials a long, arduous and costly process. We offer suggestions for how to streamline and speed up this process in order to keep doctors from deviating into other more readily accessible employment and in order to make their medical qualifications available to employers and to the public as rapidly as possible. We report on the challenges of devising a questionnaire for the purpose, on the challenges faced by doctors from abroad who hope to practice in Vienna, and on the challenges of intervening in or even providing feedback to a multi-stakeholder system of distributed responsibilities.