

effect this creates is that Ukrainians are incentivised to come only in emergencies, further overcrowding the UPU and thus exacerbating the problem that emergency medicine already had. On top of that, the treatment of chronic diseases (diabetes, oncological diseases) is very difficult for refugees to integrate into the existing systems in Romania, requiring a whole team of willing Romanian intermediaries to do the necessary documentation and due diligence.

The medical system, both primary and specialist, is so complex, unmanageable and plagued by pre-existing problems and scandals that to advance telegraphic solutions for this area in this material would be unrealistic. Of course, we need to start with IT systems and contract-based settlement between GPs and the House, but repeating this recommendation over and over again solves nothing, as previous years have shown, when although everyone in the system is suffering and grumbling, not much has been solved. What is needed is urgent and serious consultation, based on the logic of a functional analysis of the system - i.e. going through the client pathway from entry to exit - between the decision-makers in the sector, those dealing with refugees and the representatives of the latter. There is also a need for a national coordinator

in the government - **Mr or Ms Ukrainian refugees** - to take all these signals from different systems and integrate them at the decision level.

CONCLUSION

What we see in all these cases of difficult access to social services, low participation on the labour market or frustrating interactions with local bureaucracy is that the **Ukrainian refugees are a mirror in which the Romanian state looks at itself and discovers that it has dysfunctions in various points**. Even when the leaders mean well and legislate accordingly, the enforcement machinery is weak and incoherent.

This is not surprising and is certainly true for Romanian citizens too, who face the same obstacles when submitting their pension files, or in the medical and school systems, or when they have to shuffle papers between institutions which do not communicate. The difference is that the locals, speaking the language and knowing the ropes, possess the "social capital" necessary to navigate the system and somehow get things done. Sadly, observing what happened in the domestic politics in June-July 2023 and what changes were operated in the refugee management system, EFOR's impression is that the problems of Ukrainians in Romania are falling at the bottom of the government's priority list.

