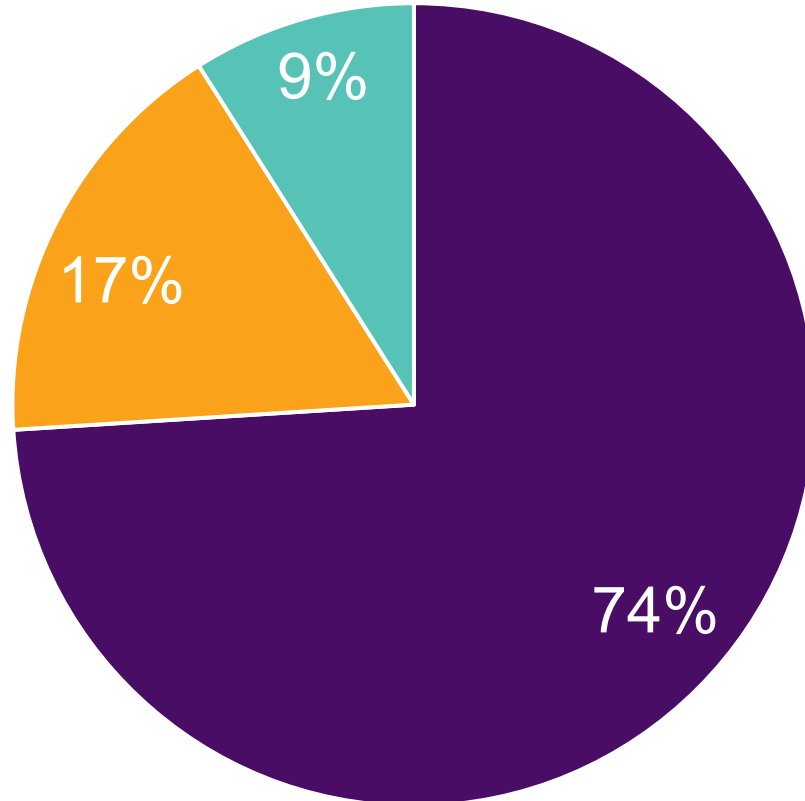


The Greek Dementia Helpline 1102:Qualitative Insights From The First Five Years Of Operation

P3-14

Meropi Kalimniou, Patra Blekou, Paraskevi Sakka, Panagiota Zoi
Athens Alzheimer Association, Athens, Greece

The Greek Dementia Helpline functions as a national “front door” to dementia care, addressing substantial unmet information and navigation needs - particularly among family caregivers - through timely triage, referrals, and evidence-based guidance.

INTRODUCTION	METHODS	RESULTS	RESULTS	CONCLUSIONS								
Dementia places a significant burden on individuals, caregivers, and health systems, increasing the need for accessible information, support, and care navigation. The Greek Dementia Helpline (1102), established in February 2021 by the Athens Alzheimer Association, is a nationwide telephone service staffed by psychologists, neurologists, and social workers with expertise in dementia care. The helpline provides information and support to people with dementia, family caregivers, individuals with memory concerns, health professionals, and the general public. Its primary aims are to facilitate access to information on dementia prevention, diagnosis, treatment, and available services, while supporting informed decision-making and care navigation. This study examines caller profiles and inquiry patterns during the first five years of operation to identify unmet needs and explore the role of the helpline as a national dementia information and navigation service.	A qualitative content analysis was conducted on anonymized records from the Greek Dementia Helpline (1102) covering its first five years of operation (February 2021 – January 2026). A total of 41,674 calls were analyzed and coded according to caller role (family caregiver, member of the public, or health professional) and primary reason for contact. Recurring inquiry themes and support needs were identified through thematic categorization. Based on these patterns, practical triage and care-navigation pathways were developed to reflect the helpline’s recommended actions, including referrals, assessment guidance, and service navigation. 	Who Contacted the Helpline? <table><tr><th>Caller Role</th><th>Percentage</th></tr><tr><td>family caregivers</td><td>74%</td></tr><tr><td>lay people</td><td>17%</td></tr><tr><td>health professionals</td><td>9%</td></tr></table> ■ family caregivers ■ lay people ■ health professionals The caller population was predominantly composed of family caregivers (74%), indicating a substantial demand for caregiver support and service navigation. Calls from lay people (17%) mainly reflected information needs related to dementia prevention, care, and treatment, whereas health professionals accounted for 9% of contacts.	Caller Role	Percentage	family caregivers	74%	lay people	17%	health professionals	9%	Caller needs varied by user group. Family caregivers most frequently sought information on dementia services available across Greece, disability benefits, legal matters, and support with selecting residential care facilities or paid caregivers. Lay people primarily inquired about subjective memory concerns, cognitive assessment procedures, and access to dementia specialists. Health professionals most commonly requested guidance on community-based case management and up-to-date information on available dementia services and resources. The helpline responded through structured triage and care navigation, providing referrals to primary care, neurology, and memory services, guidance on diagnostic and assessment pathways, and evidence-based information on dementia risk reduction and management.	This qualitative content analysis of anonymized data from the Greek Dementia Helpline reveals clear policy-relevant patterns of unmet needs among caregivers, the public, and health professionals. The Greek Dementia Helpline provides callers with a reliable framework and functions as a scalable national “front door,” transforming uncertainty into actionable assessment pathways, evidence-informed prevention guidance, and targeted professional support. Strengthening standardized process indicators may enable more robust evaluation of its impact in the future. CONTACT  Meropi Kalimniou Psychologist MA Athens Alzheimer Association mkalimniou@alzheimerathens.gr  AAIC>26
Caller Role	Percentage											
family caregivers	74%											
lay people	17%											
health professionals	9%											