

Refugee HealthLine: Request for Health Care Providers to Provide Transitional Care for Refugees

December 17, 2015



Refugee HealthLine

1-866-286-4770 (toll-free)

Refugee HealthLine

The Ministry of Health and Long-Term Care (the “ministry”) has developed the temporary, toll-free, multi-lingual, Refugee HealthLine to connect refugees to health care providers for transitional health care and services.

To help make these connections, the ministry is developing a registry of health care providers who are able to provide transitional care and services for refugee patients/clients. Transitional care includes initial assessment(s), care and/or referral(s) to other health services.

All health care providers interested in participating should contact the **Refugee HealthLine** at **1-866-286-4770** to add their name, practice, location, service and the number of prospective patients/clients they are able to accommodate.

Health care providers’ information will be matched with requesting refugees and sponsor groups through the Refugee HealthLine.

Who can volunteer?

All providers/organizations/practices/clinics that deliver services funded by the Interim Federal Health Program (IFHP) and/or Ontario Health Insurance Plan (OHIP) can volunteer. Some examples include:

- Primary care providers (e.g. Refugee Health Clinics, Community Health Centres, Family Health Teams, Nurse Practitioner-Led Clinics, midwifery practices, physician practices, walk-in clinics)
- Specialists (e.g. obstetrics and gynaecology, paediatrics, and psychiatry)
- Allied health-care practitioners including occupational therapists, speech language therapists and physiotherapists
- Mental health service providers
- Dentists
- Optometrists

What will I be asked when I call the Refugee HealthLine?

To volunteer you must be a member in good standing of your regulatory college and provide consent to share your contact information.

Please have the following information ready when you call:

- The health care services that you are able to provide and any restrictions
- The contact information for your practice
 - Please indicate if you are registering as an individual or group practice.
- The number of refugees you are able to provide transitional care for
 - This information is important because the system is refreshed after each match and limits the possibility of you receiving more patients than you can care for.
- The anticipated length of time you are able to provide transitional care, and the languages you speak or in which you are able to provide services (Note: the Syrian refugees were identified as speaking Arabic, Kurdish, Armenian, Circassian, French or English).

How will I be connected to refugees?

Refugees, Resettlement Assistance Programs, sponsors, and settlement agencies are able to contact the Refugee HealthLine to find a matching health care provider. When they call, Refugee HealthLine will refer them to the closest providers capable of taking on refugee patients for transitional care.

How can I be taken off the Refugee HealthLine registry?

You can call the number to make changes to your registration at any time. It is your responsibility to call the Refugee HealthLine to update your information or to be removed from the registry.

How long do I have to commit?

You can stay on the registry for as long as you are able to accommodate refugee patients. You can call the number to make changes to your registration at any time

For more information, contact the Healthcare Provider Hotline **(toll-free) at 1-866-212-2272.**