

Ministry of Health

Refugee HealthLine Fact Sheet:

Request for Health Care Providers to Provide Transitional Care for Refugees

Refugee HealthLine¹

The Ministry of Health (the “ministry”) maintains a toll-free, multi-lingual Refugee HealthLine to connect refugees and people arriving through other exceptional humanitarian authorizations (e.g., Canada-Ukraine Authorization for Emergency Travel) to health care providers.

To help make these connections, the ministry maintains a registry of health care providers who can provide transitional care and services for refugee and people arriving through other exceptional humanitarian authorization patients/clients, including but not limited to primary care, specialist care, and mental health supports. 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 be added.

Health care provider information will be matched with requesting refugees/people arriving through other exceptional humanitarian authorizations and sponsor/settlement groups through the Refugee HealthLine.

¹ The Refugee HealthLine is now part of Health Connect Ontario. Health Connect Ontario is a free, secure and confidential service to get health advice from a registered nurse or find health services or information - 24 hours a day, seven days a week through one number 811 or online at [Ontario.ca/healthconnectontario](https://ontario.ca/healthconnectontario).

Who can volunteer?

All providers/organizations/practices/clinics that deliver services **funded by the Ontario Health Insurance Plan (OHIP), the Interim Federal Health Program, or through provincial programs** can volunteer. 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)
- Mental health service providers
- 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 you can provide and any restrictions
- Contact information (e.g., provider/clinic name, office phone number, address etc)
 - Please indicate if you are registering as an individual or group clinic
- The number of refugees/people arriving through other exceptional humanitarian authorizations you can 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 can provide transitional care, and the languages you speak or in which you are able to provide services

How will I be connected to refugees?

Refugees and people arriving through other exceptional humanitarian authorizations, Resettlement Assistance Programs, sponsors, and settlement agencies can 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/people arriving through other exceptional humanitarian authorization 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 refugees/people arriving through other exceptional humanitarian authorization patients. You can call the Refugee HealthLine at **1-866-286-4770** to make changes to your registration at any time.