

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

May 2022

The Ministry of Health (the “ministry”) is supporting newly arriving refugees and people arriving through other exceptional humanitarian authorizations (e.g., Canada-Ukraine Authorization for Emergency Travel) by providing a toll-free, multi-lingual, Refugee HealthLine where they can connect with health care providers who deliver services **funded by the Ontario Health Insurance Plan (OHIP), the Interim Federal Health Program, or through provincial programs** such as transitional health care and services, including but not limited to primary care, specialist care, and mental health supports.

To help make these connections, the ministry maintains a registry of health care providers who can provide these services for patients. 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, contact information, registration type (i.e., individual or clinic), address, service, number of prospective patients they are able to accommodate, length of time they are able to provide transitional care, and language(s) in which the services can be provided.

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.

For more information, please refer to the *Refugee HealthLine Fact Sheet: Request for Health Care Providers to Provide Transitional Care for Refugees*

QUICK FACTS

- A health care provider can stay on the Refugee HealthLine registry for as long as they are able to accommodate refugees/people arriving through other exceptional humanitarian authorization patients, and are able to make changes to their registration at any time.
- To volunteer a health care provider must be a member in good standing of their regulatory college and provide consent to share their contact information.

- 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 patients for transitional care.
- The Ontario 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).