

Your refugee health readiness checklist

Use this checklist to make your practice ready to support people who identify as refugees. For more information visit the new refugeehealthguide.org.au

Area	Activity
Complete your training module	<ul style="list-style-type: none"> <input type="checkbox"/> Register for Practice Coaching online training: www.practicecoaching.com.au <input type="checkbox"/> Encourage staff in your practice to complete the training module for Refugee and Asylum Seeker Health
Use interpreters	<ul style="list-style-type: none"> <input type="checkbox"/> Register with TIS National. tisonline.tisnational.gov.au/RegisterAgency <input type="checkbox"/> Use the National Doctors Priority line: 1300 131 450 <input type="checkbox"/> Find out more: Practice Coaching, Doctors Priority Line Poster, Working with patients when there are language barriers <input type="checkbox"/> Promote that you use this service to your patients
Identify people and record data	<ul style="list-style-type: none"> <input type="checkbox"/> Update your 'New Patient Form' to include more specific information to help you identify people who are from a refugee background <input type="checkbox"/> Record refugee status in your medical software - Best Practice and Medical Director
Conduct a Refugee Health Assessment	<ul style="list-style-type: none"> <input type="checkbox"/> A Refugee Health Assessment is available to the people with eligible visa numbers. <input type="checkbox"/> Find out how to do a Refugee Health Assessment: Practice Coaching, Refugee Health Assessment Guide <input type="checkbox"/> Upload the 2018 Refugee Health Assessment Template to your medical software: <ul style="list-style-type: none"> • <i>Medical Director</i>: Read first - Template Import Instructions Copy link - Refugee Health Assessment Template (Do not open) • <i>Best Practice</i>: Read first - Template Import Instructions Copy link - Refugee Health Assessment Template (Do not open) <input type="checkbox"/> Access Medicare Benefits Schedule for a Refugee Health Assessment <input type="checkbox"/> Find out more: Practice Coaching, MBS Refugee Health Item No's
Find and access pre-departure medical records	<ul style="list-style-type: none"> <input type="checkbox"/> Register with the Department of Home Affairs to request access to HAPlite. health@homeaffairs.gov.au <input type="checkbox"/> Create an ImmiAccount online.immi.gov.au/lusc/register <input type="checkbox"/> Access the Immigration Medical Examination (IME) Health Assessment Portal (HAP) to find patient records online.immi.gov.au/lusc/login

For more information

If you have any questions or would like further information please contact janet.cowell@nwmphn.org.au