

## Health and medical services

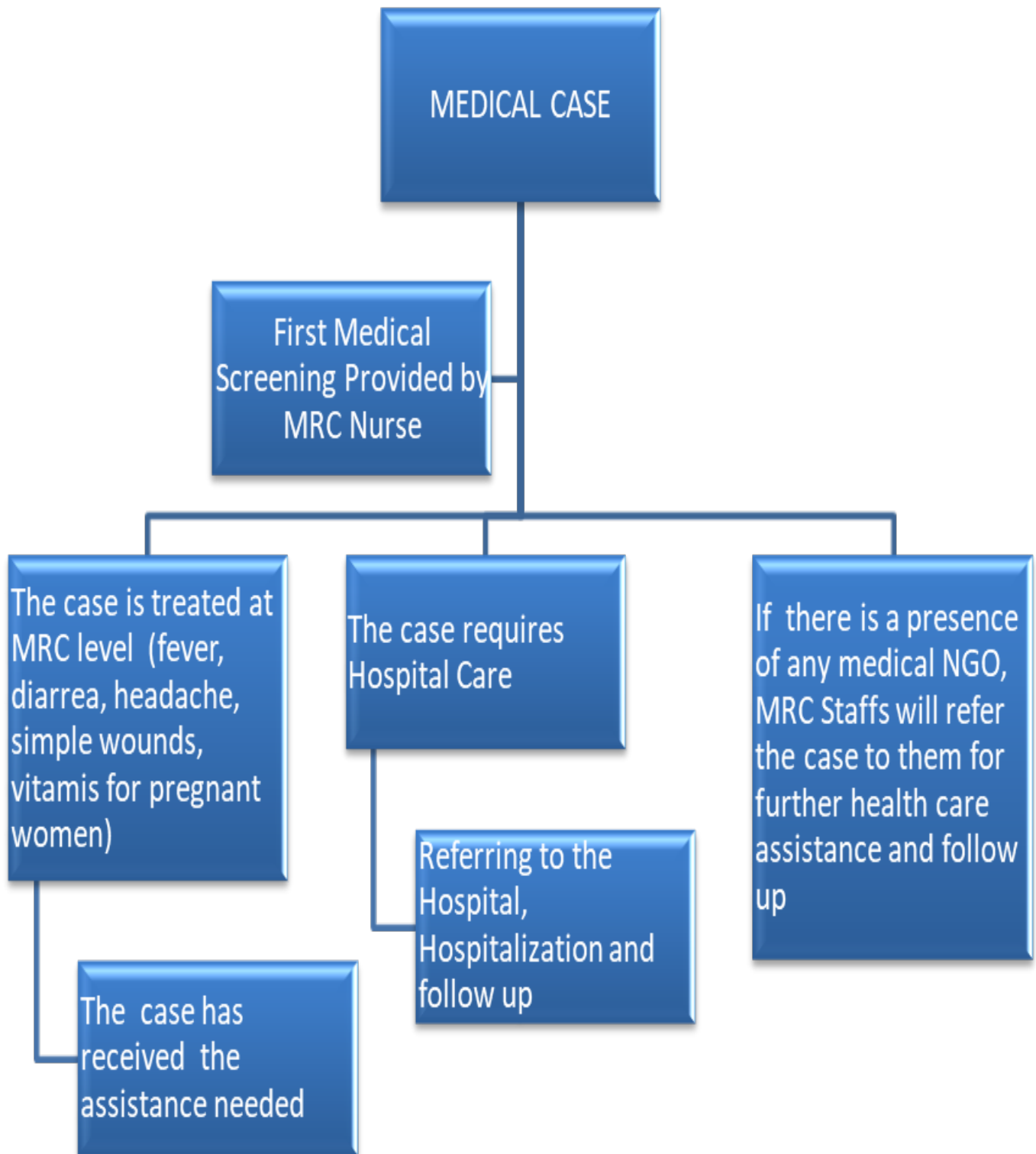
The World Health Organisation (WHO) recognizes the urgent need for the health sector to address the **impact of migration and displacement on health** by ensuring migrants' access to preventive, curative and palliative health services. During their journey migrants may be confronted by harsh conditions, especially if in an irregular or undocumented situation. Migrant centres may therefore offer medical assistance to ensure access to health care by vulnerable beneficiaries. Assistance may be provided either directly in the facility or through referrals to specialized partners or to external medical services. Migrant centres usually provide preventive and basic curative health assistance to beneficiaries, who are then referred to local hospitals or health clinics if required by their medical conditions. To this end, the establishment of **long-term agreements with external medical facilities** is recommended in order to facilitate the referrals (please consult the [relevant entry](#))

When medical assistance is among the services provided by migrant centre, the **presence of medical personnel** (medical doctor and/or nurses) shall be ensured full time. A room to be used as infirmary shall be foreseen, as well as a dedicated observation space for sick migrants in order to enable close monitoring and ensure isolation in case of infectious diseases. The **spaces dedicated to medical assistance** should be designed to provide privacy. Reception desks, waiting, and arranged to preclude the possibility of others overhearing conversation between beneficiaries and healthcare practitioners. All records related to beneficiaries' healthcare are confidential. As such, they shall be stored securely and shall not be shared without prior consent. Upon request, complete medical records should be handed over to beneficiaries. For further guidance on data protection, please consult [this entry](#) .

- **Medical screening** upon arrival at the facility to check beneficiaries' general health status and to identify contagious pathology;
- **Primary health assessment and treatment** followed by **referral to specialised health care providers**;
- In case of referrals, **provision of information** on health facilities affiliated to the migrant centre, especially regarding the location, hours of operation, and contact information;
- **Testing for HIV, hepatitis, tuberculosis, malaria**, and other diseases. In case of a positive result, provide appropriate counselling and treatment;
- **Sexual and reproductive health-related** counselling and treatment;
- Assistance to victims of **gender-based violence (GBV)** or other inhuman and degrading treatment;
- Provision of medical assistance in the framework of Assisted Voluntary Return and Reintegration (AVRR) including **fit for travel (FFT) examination**, exchanges with the medical team in sending/receiving countries.

- Distribution of **health promotion materials** in a format and language understood by beneficiaries for communicable diseases, nutrition, hygiene, sexual and reproductive health, mental health, and the a

### Example of Health Care Referral System Flow Chart in MRCs in the Horn of Africa



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## References and Tools

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- [Promoting the health of refugees and migrants: Framework of Priorities and Guiding Principles to Promote the Health of Refugees](#)
- [IOM Guide for HIV counsellors: IOM HIV counselling in the context of migration health assessments](#)
- [Migración Saludable en América Central: Manual de Referencia](#)
- [Caring for Trafficked Persons: Guidance for Health Professionals](#)
- [IOM Guidance on medically assisted movements](#)
- [Joint MHD/RMM Directive Movement support for medical and vulnerable cases](#)
- [IOM Standard operating procedures \(SOPs\) on medical escort](#)
- [Procédures opérationnelles standard centre d'accueil et d'orientation pour migrants. \(Screening médical, p. 17\)](#)
- [MRC Standard operating procedures for the Protection of Vulnerable Migrants \(5.1 Medical cases, p. 10\)](#)
- [IOM Khartoum MRRC Standard Operating Procedures \(Medical assistance, p. 9\)](#)
- [Returning with a health condition. A toolkit for counselling migrants with health Concerns](#)

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- [Medical screening form \(Ethiopia\)](#)
  - [MHD prescription form \(Somalia\)](#)
  - [MHD referral forms \(Somalia\)](#)
  - [Migración Saludable en América Central : Aprende haciendo](#)

Category

Protection and Assistance Services