

The Refugee
Health Intake
Process:
A Tale of Four
Cities

Hilary K. Alvarez MD
Refugee Health Conference
April 29, 2013

Local Resettlement Agency (VOLAG)



New Refugee Arrival Process

Meet new arrivals at airport

Transport to new home

Caseworker visit

Social Security

DHHS

Health Case Manager

Domestic Health Screening



School

Pre-employment orientation

ESL

Reception & Placement

The Core Services

1. Pre-Arrival Services
2. Case file Preparation and Maintenance
3. Reception Services
4. Community Orientation
5. Employment and Welfare Communication
6. Resettlement Plans and Access to Employment Services
7. Helping Minor Cases
- 8. Health Orientation, Special Needs and Assistance**

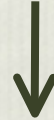
Basic Needs Support

1. Decent, safe, sanitary housing
2. Essential furnishings
3. Food/food allowance/other basic necessities
4. Necessary clothing
- 5. Assistance w/ health screenings and appointments**
6. Assistance w/applying for social security cards
7. Assistance in registering children for school
8. Transportation to job interviews and job training

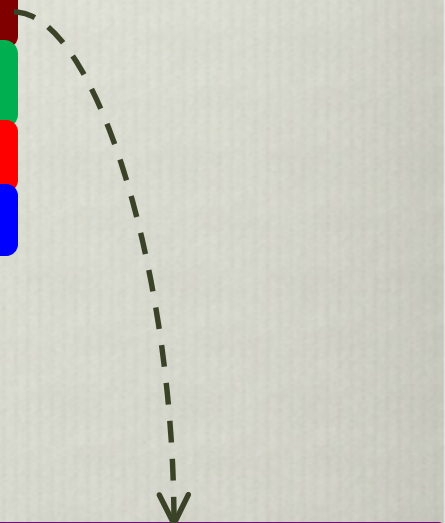
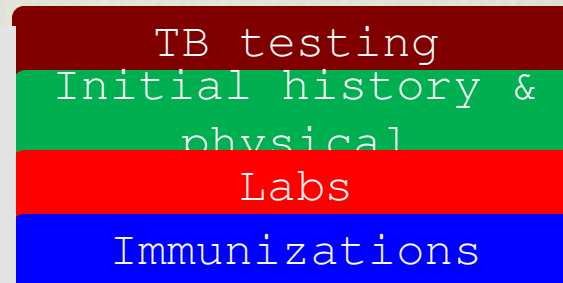
Domestic Refugee Health Screening

- ❖ TB testing
- ❖ General health screening
 - ❖ History and physical
 - ❖ Labs
- ❖ Immunizations

Laconia



HEALTH FIRST
FAMILY CARE CENTER



CXR if needed

Concord



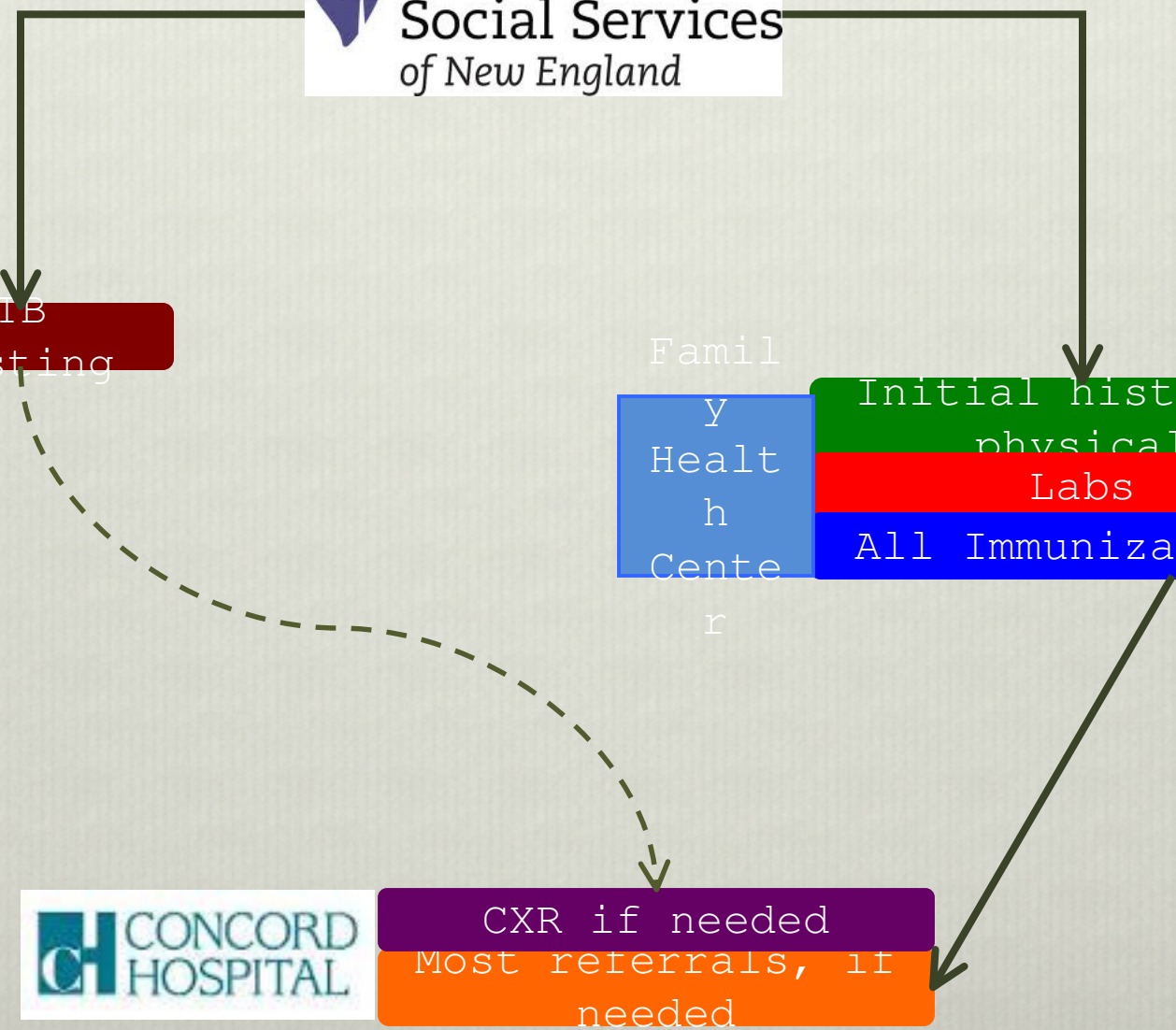
IB testing

Family Health Center

Initial history & physical
Labs
All Immunizations



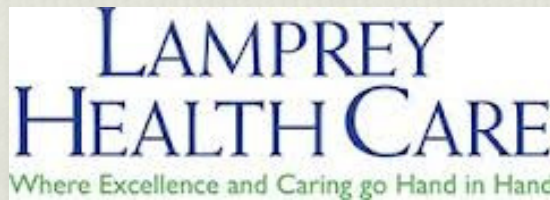
CXR if needed
Most referrals, if needed



Nashua



IB testing



- Initial history & physical
- Labs
- Immunizations

Specialist referrals assigned on a rotating basis as needed

