

# Referral of Refugees and Asylum Seekers:

## Process for external agencies

### Purpose

Oral Health services are provided through public dental clinics across Queensland. These include hospital, community, fixed school and mobile dental clinics. Metro South Oral Health aims to reduce the burden of dental disease in the refugee and asylum seeker populations through the provision of public dental services.

This process applies to Metro South Oral Health services only.

### Eligibility

**Refugees:** People who are refugees are eligible for Medicare and a Health Care Card and are therefore eligible for publicly funded Queensland Government dental clinics.

**Asylum Seekers:** People who are asylum seekers do not meet the normal eligibility criteria for public oral health services. However, under the Office of the Chief Dental Officer (OCDO) [Guidelines for the Treatment of Refugees and Asylum Seekers in Queensland Health Oral Health Services](#) health fees are automatically written off on the basis of financial hardship. Under this guideline asylum seekers are entitled to public dental services within the first 12 months of arriving in Queensland, and subsequently based on meeting current eligibility criteria.

If client eligibility expires before the completion of their course of care, the course of care will be completed.

### How to make a general referral to MSOH

1. Use the MSOH Referral Form, ensuring all information is completed including the dental clinic of choice.
2. Fax the completed Referral Form to the MSOH HUB (Oral Health Call Centre) on (07) 3156 4345.
3. MSOH HUB will register the patient on the Refugee Referral Waiting List.
4. MSOH HUB will notify the MSOH clinic via email that the patient has been placed on the Refugee Referral Waiting List and will fax the Referral Form to the nominated dental clinic.
5. The nominated dental clinic will contact the patient to arrange an appointment (using the NSW interpreter appointment tool).
6. The nominated clinic will email/mail/SMS the patient and referring agency the details of the appointment.

### What clients need to know about their appointment

The dental clinic will:

- send an appointment letter to the patient's home address (using the NSW interpreter appointment tool)

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- request an interpreter, if required
- inform the referring agency of the appointment date and time.

Refugees must present their Health Care Card on arrival at the public dental clinic.

If continuing treatment is required, the dental clinic will make further appointments with the client following their initial appointment.

On completion of the course of care, the client may be placed on a waiting list for future examination subject to eligibility requirements.

## Emergency treatment

If the client needs an emergency appointment, please contact the MSOH HUB to access emergency services. A dental emergency is defined by Queensland Health Dental Services as trauma including loss of function; swelling; uncontrolled bleeding; or infection.

## How to make an emergency dental appointment

1. Refugee and asylum seeker support agencies/health clinic will contact MSOH HUB on 1300 300 850.
2. Nominate a [dental clinic](#) that the patient can access.
3. The MSOH HUB will make a dental appointment at a suitably located public dental clinic and send the appointment details via SMS to the patient.
4. Agency staff should confirm appointment details (location and time) with the patient. Agency staff should emphasise that the patient must attend 10 minutes early and must contact MSOH HUB on 1300 300 850 if they cannot attend.
5. Agency staff should fax the Referral Form to MSOH HUB on 07 3156 4345
6. MSOH HUB will send an email to nominated clinic and will fax the Referral Form to the MSOH clinic.

## Further information

e: [metrosouthoralhealth@health.qld.gov.au](mailto:metrosouthoralhealth@health.qld.gov.au)

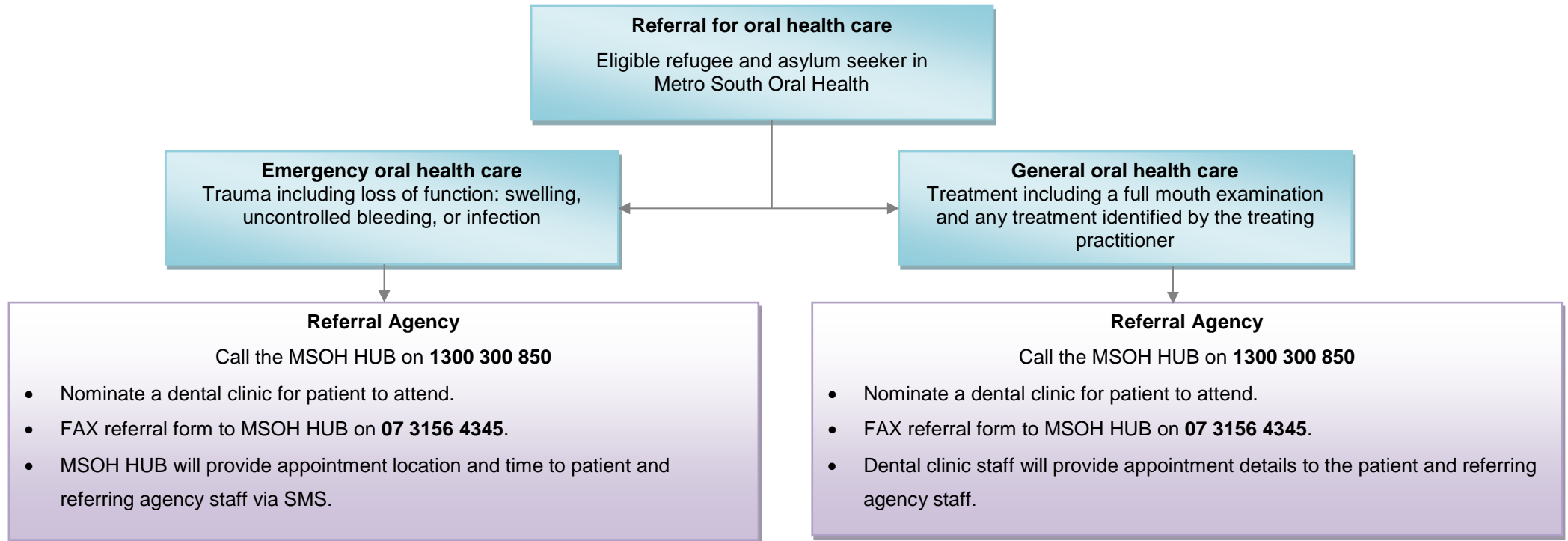
www: [metrosouth.health.qld.gov.au/oral-health](http://metrosouth.health.qld.gov.au/oral-health)

t: 1300 300 850

f: (07) 3156 4345

NSW Appointment Reminder Translation Tool: <https://www.swslhd.health.nsw.gov.au/refugee/appointment/>

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