



TOOLKIT 31 · REFUGEE & MIGRANT HEALTH · TOOL 3 OF 5

Culturally Safe Intake — Additional Questions for Newly Arrived Patients

Six questions added to registration, asked with an interpreter, that change the care plan: language, country and route, arrival date, documents and entitlement, health on arrival, what matters to you

Say first: "We ask everyone these questions so we can care for you properly. Your answers are confidential. Nothing you tell us affects whether you receive care here."

Name · date of birth · registration no. · date	
Preferred language · interpreter needed ☐ Yes ☐ No · mode: in person / phone / video	
Country of origin · countries passed through · date of arrival here	
Legal status (asked to identify entitlements and support, never to refuse care): asylum seeker ☐ refugee ☐ work/study permit ☐ undocumented ☐ other ☐ prefer not to say ☐	
Documents held: ID ☐ health card ☐ vaccination record ☐ medical records ☐ none ☐	
Health screening on arrival done? ☐ Yes (where, when) ☐ No — offer: TB, hepatitis B/C, HIV (with consent), vaccination catch-up, mental health	
Medicines brought from home (name, dose) — check for interactions and availability	
Living situation: with family ☐ alone ☐ shelter/camp ☐ unknown ☐ · children with you? ☐	
Who can we contact? · is it safe to contact you by phone / SMS / post? ☐ Yes ☐ No	
What matters most to you in your care? (in the person's words)	

Prompts for the clinician (do not ask as a checklist; listen for them)

- Signs of trauma, torture or sexual violence → trauma-informed care card (Tool 4); do not force disclosure.
- Unaccompanied or separated child; possible trafficking → safeguarding lead today.
- Pregnancy without antenatal care; chronic disease without medicines; untreated pain.
- Fear of authorities: explain confidentiality; explain that treatment is not reported.

ASF standards: Refugee & Migrant Health endorsement — intake and assessment; Standard 2 — registration; Universal Floor — non-discrimination, confidentiality