Plan · HMG-PLN-001 · Version 1.0 · Approved by the ASF Expert Committee

**Supports:** 25.5

### At a glance

- Keep a plan that can be activated for a sudden rise in demand from a migration or displacement event.
- The plan sets the extra assessment points, the treatment distribution and the focus on critical needs.
- Staff on call and the activation route are named in the plan.
- Test the plan at least once a year.
- Stop and get help straight away if: a clinic is overwhelmed with no plan and no staff on call.

## 1. Purpose

To make sure the service can respond to sudden increases in migration-related demand (25.5).

## 2. Scope

| | |
|---|---|
| Applies to | Clinical and support staff in the hospital |
| Locations | All wards, clinics and departments of the facility |
| When | Whenever the activity described is carried out |
| Does not apply to | Activities covered by another document listed in section 15 |

## 3. Definitions

| Term | Meaning |
|---|---|
| Clinical lead | The doctor or nurse in charge of the area at the time |

## 4. Background

A sudden arrival of many displaced people, such as after a border opens, can overwhelm a clinic within days. A plan that can be activated quickly keeps care running for everyone.

## 5. Responsibilities

| Role | Responsibility | Competence |
|---|---|---|
| Clinical lead for migrant health | Owns and activates the plan | Clinician |
| Duty manager | Calls staff on and opens the extra points | Manager |

## 6. Materials and equipment

| Item | Requirement | Condition |
|---|---|---|
| Records and forms named in this document | Current version | Checked before use |

## 7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

## 8. Before you start

- Confirm the forms and equipment named in this document are available and current.

## 9. Procedure

### Step 1. Name the plan.

- Name the extra assessment points, the treatment distribution and the staff on call.

**Key point:** Named.

### Step 2. Activate.

- Activate the plan on the event signal, and record the time.

**Key point:** Activated.

**Step 3. Test.**

- Test the plan at least once a year and record the result.

**Key point:** Tested.

## 10. Decision points

- No decision points in this procedure.

## 11. Special situations

| Situation | Action |
|---|---|
| Out of hours | Follow the same steps. Use the on-call contact on the wall of the area. |

## 12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

## 13. Monitoring

| Measure | Target | Frequency | Owner | If not met |
|---|---|---|---|---|
| Plan tested in the year | 100% | Yearly | Clinical lead for migrant health | Escalate to medical director |

## 14. Records

| Record | Kept in | Retention |
|---|---|---|
| Record named in this document | Patient record or the area file | the period set by the facility’s records policy years |

## 15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

## 16. Related documents

| ID | Title | Use |
|---|---|---|
| FLD-SOP-001 | Surge triage at peak patient volume (existing, reused) | Procedure |

## 17. Evidence

| Reference | Note |
|---|---|
| E-009 | Based on the WHO and IOM Global Competency Standards for Refugee and Migrant Health and the WHO mhGAP Intervention Guide (2019). |
| E-006 | ASF Policy Framework v1.2. Adapted. |
| E-009 | ASF Expert Committee consensus. |

## 18. Change history

| Version | Date | What changed | Approval |
|---|---|---|---|
| 1.0 | the date of approval | First version | set Expert Committee approval |

## E-learning for this document

- **Emergency Preparedness and Fire Safety** (T-10)

## References


- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)


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