Procedure · HMG-SOP-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 25.4

At a glance

- Engage the legal, education, employment, housing and social services relevant to each patient.
- Record each referral on PHC-REG-002 and track it to a result.
- Include migration and displacement context in each handover.
- Follow up any referral that does not reach its service.
- Stop and get help straight away if: a patient with no housing returns to the same clinic with the same problem.

1. Purpose

To connect health care with the social services that affect the patient’s health (25.4).

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

Health problems in migrant and displaced people are often driven by housing, work, legal status and schooling. A clinic that works with those services can address the cause, not only the symptom.

5. Responsibilities

Role	Responsibility	Competence
Social work or navigation lead	Owns the referral pathway	Staff

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. Refer.

- Refer the patient to the relevant service and record it on PHC-REG-002.

Key point: Referred.

Step 2. Hand over.

- Include the migration and displacement context in the handover.

Key point: Handed over.

Step 3. Track.

- Track each referral to a result and follow up any that is not reached.

Key point: Tracked.

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
Referrals tracked to a result	90%	Monthly	Social work or navigation lead	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
PHC-REG-002	Referral tracking register (existing, reused)	Register

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

- **Refugee & Migrant Health — Endorsement Course** (H-09)

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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