



# Interim Health Report Process under the Humanitarian Settlement Program

## Background

The Department of Social Services (DSS) acknowledges the concerns raised by Humanitarian Settlement Program (HSP) Service Providers and medical practitioners regarding health information provided for humanitarian entrants.

In response, the Department of Home Affairs (Home Affairs) is facilitating the roll-out of a secure web-based application (HAPLite) to medical practitioners that will allow them to access client health information captured during the visa application process.

Until the roll-out is complete, DSS is implementing an interim process to manage and mitigate client health risks.

## Interim Health Report Process

From the week beginning 26 February until 30 April 2018, DSS will:

- extract the medical report from Home Affairs systems which contains the results for each client's Immigration Medical Examination (IME), and attach it to the primary client's health page in the HSP System prior to referring a case to an HSP Service Provider.
- when advised by Home Affairs of the completion of a Departure Health Check (DHC), extract the updated medical report containing results of the DHC, and attach it to the primary client's health page in the HSP System.
- advise HSP Service Providers of clients with a Health Waiver by raising a task in the HSP System. This will help to identify clients who present with serious medical issues (i.e. disability) in addition to those flagged as having Potential Medical Issues (PMI) and/or Critical Medical Issues (CMI).
- notify HSP Service Providers when any additional medical reports have been attached by raising a task in the HSP System.

HSP Service Providers are requested to:

- provide the medical report containing the results for each client's IME to the relevant medical practitioner onshore. Ideally this should occur soon after receiving the referral from DSS.



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- provide any updated medical report containing results of the DHC to the relevant medical practitioner onshore. Ideally this should occur soon after receiving an HSP system notification that the client has undertaken a DHC.
- provide any additional medical reports received from DSS to the relevant medical practitioner onshore.

This interim process will remain in place until the end of April 2018 when the roll-out of HAPLite is due to be completed.

### Next steps

Further joint communication between DSS and Home Affairs on the communication on the roll-out of HAPLite will be provided as details are made available. DSS thanks HSP Service Providers for their input and support to help implement the interim process.