

Syrian Refugee Resettlement

Health Care Services Contact Information for Health Care Providers

December 17, 2015

This fact sheet provides health care providers with contact information for a variety of services to help connect Syrian refugees with the health care services they need.

Refugee HealthLine: 1-866-286-4770

The Refugee HealthLine develops and maintains a registry of various health care providers able to provide short-term care for refugees and connects refugees with these providers.

Health care providers can call the Refugee HealthLine to add your name and contact information to the list of providers able to provide transitional care for refugees. In addition, refugees and health care providers can use this line to find out about health services available for refugees in their community.

Medavie Blue Cross (Interim Federal Health Plan): 1-888-614-1880

Medavie Blue Cross administers the IFHP. To verify a patient's IFHP coverage, health providers can call Medavie Blue Cross (*Hours of operation are 08:30 to 16:30 in each Canadian zone*).

- Please see the Provider section of [Medavie Blue Cross IFHP website](#) for more information on coverage and benefit grids.
- [Immigration, Refugees and Citizenship Canada's website](#) includes instructions on how to become registered with the IFHP program, how to determine eligibility and how to submit a claim.

Mental Health Helpline: 1-866-531-2600

The Mental Health Helpline can provide you with information about mental health services and supports in your community and across Ontario. Call the Mental Health Service Information Line or visit them online at mentalhealthhelpline.ca

Drug and Alcohol Helpline: 1-800-565-8603

The Drug and Alcohol Helpline can provide you with information about drug and alcohol addiction services in Ontario. Call the Drug and Alcohol Information Line or visit them online at drugandalcoholhelpline.ca

Rainbow Health Ontario: 416-324-4100

[Rainbow Health Ontario](#) works to improve the health and well-being of LGBTQI people, and to increase access to competent and LGBTQI-friendly health care. Their [website](#) offers an array of LGBTQI health related information and resources.

Call Rainbow Health Ontario or contact info@rainbowhealthontario.ca for more information.

Healthcare Provider Hotline: 1-866-212-2272

If you have a question relating to emergency planning, please call the Ministry of Health and Long-Term Care's Healthcare Provider Hotline at 1-866-212-2272 (*Hours of operation are 7 days per week, 24 hours per day*).