

IOM MIGRATION HEALTH ASSESSMENT CENTRE (MHAC) IN KIGALI, RWANDA



IOM RWANDA Country Office



©IOM Rwanda 2020

Migration Health Assessments

Migration health assessments are among the most well-established migration management services offered by IOM. They consist of an evaluation of the physical and mental health status of migrants for resettlement, international employment, enrolment in specific programs or obtaining a temporary or permanent visa.

The IOM Migration Health Assessment Center (MHAC Kigali) located close by the King Faisal Hospital, St 501, Gasabo, Kamatamu, Kabare, Kigali -Rwanda provides health assessment and travel assistance services for migrants and refugees traveling temporarily or permanently to the United States of America (USA), Canada, Australia, the United Kingdom (UK), New Zea-land, Sweden, Norway, France, and other countries at the IOM. Health assessment services are provided by highly trained and experienced Migration Health physicians and nurses and based on the protocols defined by the resettlement or admitting countries.

Our Services



Immigration medical examination for refugees and migrants bound for the USA, Canada, Australia, UK, New Zealand, Sweden, France, and other countries.



Pre-departure Tuberculosis (TB) screenings.



Pre-departure treatment and Fitness to travel checks.



Immunization Services.



DNA Sample collection.



Directly Observed Treatments for Tuberculosis.

We currently provide health assessments for the following countries:



AUSTRALIA



NORWAY



CANADA



SWEDEN



FRANCE



UNITED KINGDOM



NEW ZEALAND



UNITED STATES

RADIOLOGY UNIT: MHAC has a computerized Chest X-ray unit. Depending on the country of health assessment, both local and international radiologists review the X-ray findings. The digital X-ray image is stored on the Picture Archiving Communication System (PACS) and transmitted for reading to an international radiologist based in IOM's Global teleradiology center in Nairobi.

LABORATORY UNIT: MHAC performs a wide range of laboratory investigations (Microbiological, Serological, and Immunological investigations) responding to the need of the resettlement country. The most performed lab tests include rapid urine dipstick test, creatinine, rapid HIV testing, VDRL, rapid Hepatitis B, and C testing, IGRA test to mention but a few. Pre and Post-test counseling is done for the HIV test. In terms of TB microbiology investigations, sputum samples are collected in the morning by the Laboratory technician, after proper identity check, counseling, and proper briefing on the techniques. The quality of the sputum sample is then checked before the sample is transferred to a TB laboratory for actual processing.

HUMAN RESOURCE: The MHAC staff consists of qualified and experienced professionals, such as physicians, nurses, laboratory technicians, Radiographic Technicians, data processing assistants, medical IT, and supervised by an international physician. The team receives regular refresher training from local and internationally recognized institutions in their respective fields.

TUBERCULOSIS (TB) TREATMEN: MHAC offers observed treatment to clients diagnosed with Tuberculosis, with close monitoring of progress/compliance, and/or any side effects. The TB clinic has enjoyed continued support from the Rwanda Biomedical Center (RBC).

APPOINTMENTS AND CONTACT INFORMATION

Appointments for medical examination are made by email (infomhacigali@iom.int) or by telephone (+250788383667). A complete normal assessment includes counseling, laboratory tests, chest X-ray, and sharing medical history and physical examination by the panel physician. Subsequent appointments for additional tests and consultation may be necessary, depending on the preliminary findings.

After all the tests and examinations, the final medical report usually takes a maximum of 2 working days and is submitted electronically or physically to relevant agencies. At all stages, MHAC ensures that client information is stored/transmitted with the utmost confidentiality. During this period of COVID-19, phone triage is done by our staff before the appointment is scheduled.



CLINIC OPERATIONS DURING COVID-19 PANDEMIC

For your safety and that of other applicants accessing the clinic and staff, arrangements have been put in place to comply with the Government's directives on infection and prevention control measures.

1. The applicant will be required to come to IOM wearing their face mask as per the Government's directives.
2. If an applicant has been in direct contact with a Covid-19 case, clearance from the public health authority is required.
3. If an applicant is experiencing any symptoms related to the case definition of Covid-19, he/she must first contact his/her physician for testing and management before proceeding to schedule the IOM health assessment appointment.
4. Entry screening with temperature checks, questionnaires, and hand hygiene will be done before admission into the IOM compound.
5. If the applicant has any symptoms related to the case definition of Covid-19 upon screening at MHAC, he/she will be requested to contact their physician or public health authority and the health assessment will not proceed.
6. The appointment time must be strictly adhered to implement the recommended social distancing rules. No applicant will be admitted into the IOM compound or allowed around the environs before the appointed time.
7. Accompanying escort will not be allowed access into the clinic unless the applicant is a minor (below 15 yrs.), or over 70 years old.
8. If the medical certificate expires before traveling, due to the uncertainty of resumption of travels to certain countries, please note that the applicant may be required to repeat the screening with IOM at their own cost.

UK Visa Applicants

UK PRE-DEPARTURE TUBERCULOSIS DETECTION PROGRAMME:

Please click the link below for more information:

<https://www.gov.uk/government/publications/tuberculosis-test-for-a-uk-visa-clinics-in-rwanda/tuberculosis-testing-in-rwanda>

IMPORTANT NOTICE:

Under this health assessment, the purpose of having chest X-ray done for all those above 11 years age group is to detect the presence of active pulmonary Tuberculosis (TB) among those who wish to apply to travel to the United Kingdom for more than 6 months' duration.

For those children below 11 years, the requirement is to complete the history and physical examination. Few adults will also undergo physical examination based on the Physician's discretion and abnormal chest X-ray findings.

Useful Information for TB screening for the UK:

<https://www.gov.uk/government/publications/tuberculosis-tb-screening-for-the-uk-leaflet>

Canada Visa Applicants

SPECIAL ADVICE FOR CANADA HEALTH ASSESSMENT:

1. Please bring a Health Examination List (with IME; UCI, UMI, etc.) to proceed with e-Medicals or our staff will assist you to go for Up Front Medical.
2. Health Examination List of e-Medical information to proceed with e-Medicals.

Useful Link Immigration and Citizenship, Government of Canada:

https://secure.cic.gc.ca/pp-md/pp-list.aspx?_ga=2.224968601.241184974.1525684801-1745804126.1525684801

Australia Visa Applicants

SPECIAL ADVICE FOR AUSTRALIA HEALTH ASSESSMENT:

Please bring your Health Examination List (with HAP ID; TRN; Application ID) to proceed with e-Medicals.

Submission of results online will take place within 48 hours for standard cases.

IMPORTANT NOTICE:

Children under 18 years must be accompanied by a parent or a legal guardian, who can sign a consent form and take decisions on their behalf.

Useful Links:

<https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/list>

<https://www.homeaffairs.gov.au/>

New Zealand Visa Applicants

SPECIAL ADVICE FOR NEW ZEALAND HEALTH ASSESSMENT:

Please bring a Health Examination List (with NZER; NZHR etc.) of e-medical information to proceed with e-Medicals.

The MHAC staff can assist you to go for Up Front Medical.

Submission of documents on e-Medicals within 72 hours for standard cases.

Useful Link New Zealand Immigration – Panel Physicians:

<https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/tools/panel-physicians>

IOM KIGALI MHAC CONTACT INFORMATION

ADDRESS: IOM MHAC-Kigali, Kg 501 street, Kamatamu, Near King Faisal Hospital, Kacyiru, Gasabo, Kigali, Rwanda.

Phone Number: +250 788 383 667

EMAIL: infomhackigali@iom.int; OR IOMRwandaMedical@iom.int

WORKING HOURS: 8am-5.30pm (Mon-Thu); 8am to 2pm (Fri). Clinic closed on Weekends and Public Holidays



GENERAL ADVICE TO ALL VISITORS

We request you to arrive at IOM at least 15 minutes before your appointment on the day of the examination. If you cannot come for some reason as per the appointment schedule, kindly let us know by calling the office as soon as you can, so that we can adjust your next appointment and give your scheduled time to someone else on the waiting list.

What to bring:

- Please bring your passport (original). Photocopies are accepted if proof is provided that your original passport is with the embassy.
- If you suffer or have suffered from any chronic condition or undergone major medical or surgical treatment, please bring medical records or hospital reports. Insufficient information may lead to delays and additional testing.
- Please bring a previous chest X-ray if available.

Eating and Drinking:

- Please drink plenty of water to enable easier collection of the urine samples.
- You can have your regular medication and also eat breakfast/meals before coming to IOM.
- Maintaining high standards of COVID preventive measures is highly advised while at IOM premises (Hand hygiene, mask, avoid touching surfaces, social distancing)
- To make your waiting time more comfortable, we provide Wi-Fi while at IOM premises. Newspapers and magazines are not provided during this period of COVID-19.
- Due to limited space, we recommend not to bring many family members or relatives along with you to IOM, who are not taking health assessment on that day.
- Please note that clients are responsible to take care of their own belongings and IOM will not be held responsible for any loss of the client's property. We advise you not to carry valuables except only essential items.

GENERAL ADVICE TO ALL VISITORS

Wearing clothes and lenses

- For your medical examination, you will be asked to remove your clothes (including jewelry) and wear a gown. We advise you to come in comfortable clothes that are easy to take off and put on.
- If you use glasses or contact lenses, please wear them when you come for medical examination to IOM.

Your health conditions:

- Please do not conceal medical conditions. Most medical conditions are admissible though some may require additional tests.
- Do not conceal pregnancy. Pregnancy will not affect your immigration prospects.
- Women are advised to avoid health assessments during menstruation time as it will affect the results of the urine test.
- Postpone or re-schedule your appointment if you are or your child is ill with a high fever or rash. You may call IOM to inform them about your situation to seek another appointment.

Please see the country-specific page for more information.

Contacts and Appointments:

To book an appointment or have any questions, please call the following numbers, or email us. +250788383667 or email: infomhackigali@iom.int or IOMRwandaMedical@iom.int

Feedback:

If you have any feedback, suggestions, or complaints, please contact us at infomhackigali@iom.int or drop notes into the suggestion box placed at the clinic.

