

## Background

International migration is a global phenomenon that has achieved significance in the last period, presenting an accelerated increase in Chile. According data from the CASEN survey 2013, 2.1% of the population is made up by immigrants, a figure that has doubled in the last 7 years and that is the highest in our country from the year 1951.

As part of the “universal health coverage for all” goal in Chile, a pilot intervention was created and piloted in the borough of Santiago, in the metropolitan region of Chile.

The purpose of this study was to evaluate this pilot intervention after four months follow-up (May- August 2016).

## Method

Based on previous research, we designed a healthcare intervention for immigrants in primary care. The intervention entitled “Introducing migrants to the healthcare system” aimed at

- (i) Welcoming newly arrived migrants to the Chilean healthcare system and its general structure and processes
- (ii) Informing migrants about their healthcare rights and duties
- (iii) Referring patients to other available programmes.

The evaluation consisted of a brief questionnaire immediately after the intervention and 30-days follow-up of referrals.

## Results

Out of 211 immigrants invited to attend the session, 148 participated. 87.16% females, most of them from Venezuela (34.46%), Peru (31,08%) and Colombia (12,84%) and the age range 18-25 (36,49%). Most of them arrived under a year ago, had tourist visa (42.46%) or visa in process (46,62%). The most frequent reasons for consultation were preventive care and pregnancy (40,54% and 37,16%).

Most frequent referrals were to antenatal care (25,7%), preventive care with midwife (20%) and social worker (15,11%).

After one month follow-up the following referrals had been accomplished: antenatal care (86%), social worker (76%) and preventive care with midwife (60%).

The satisfaction questionnaire showed “very high/high satisfaction” with all items of assessment (length, questions asked, location, communication, attitude, cleanness), especially professionals’ communication and attitude.

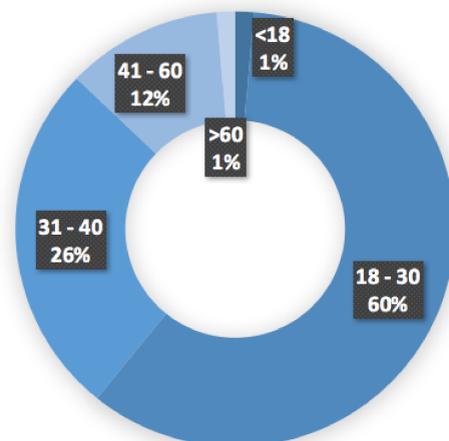


87,16 %  
FEMALE



12,84%  
MALE

### AGE (years)



### NACIONALITY

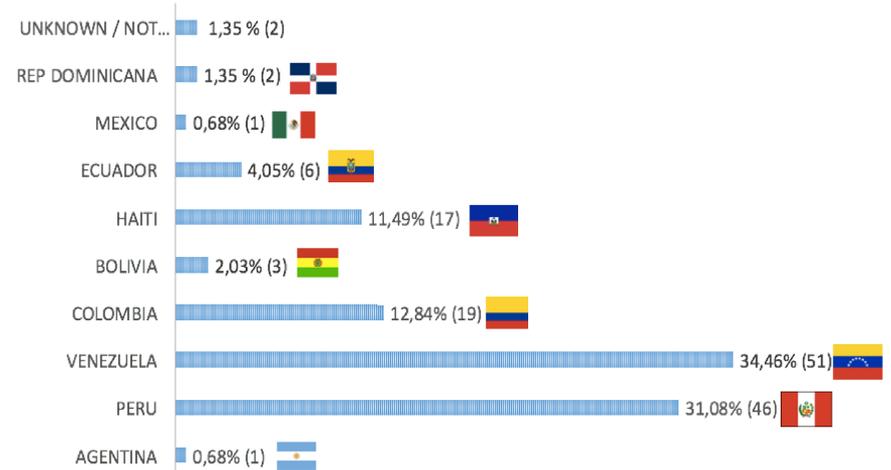


Table 1: Referrals May-August 2016, Introducing Immigrants to the Health Care System in Chile Pilot Program

REFERRALS			
Activity	n	%	Accomplished
Antenatal preventive care	58	25,70	86%
Social Worker	34	15,11	76%
Mindwife	45	20,00	60%
Medico	17	7,55	47%
Child - Adolescent preventive care	30	13,33	57%
Adult preventive care	31	13,77	48%
Lab test/diagnostic procedures	8	3,55	80%
Urgency	2	0,88	50%
TOTAL	225	100%	

## Conclusions

To the best of our knowledge, this is the first primary care intervention in Chile that aimed at welcoming, providing key information, and referring international migrants to other healthcare programmes. Our findings suggest that this simple and low-cost intervention might improve migrants’ referrals to other programmes based on specific needs, as well as their satisfaction and beliefs around the healthcare system.