

## Frequently Asked Questions

### How to contact IOM

- If I need any clarification or further information regarding appointments or cancellations, whom should I contact?

You can reach out to the IOM Call Center at 011 203 1700 during weekdays from 8:30 a.m. to 5:30 PM or alternatively, you can send an email to IOM at [slaushap@iom.int](mailto:slaushap@iom.int)

- Is it possible to obtain the details by visiting the IOM website?

Yes, you can obtain the details by visiting the IOM website. You can find information about various services, including health examinations, by navigating through the website's relevant sections or using the search function.

To access the "Health Assessment" details on our website

(<https://srilanka.iom.int/health-assesment>):

- I. Visit the IOM Sri Lanka website.
- II. Under "Our Work," select "Migration Management."
- III. Under " Migration Management" select " Migration Health"
- IV. Select the "Health Assessment" link under Migration Health.
- V. Choose the desired country to view the details.

### Booking an Appointment

- How can I schedule an appointment with IOM?

- I. Schedule an appointment online via MyMedical IOM ([https://mymedical.iom.int/apps/omas/#\\_frmHome](https://mymedical.iom.int/apps/omas/#_frmHome))
- II. Schedule an appointment through eChannelling
- III. Call the IOM call center at 011 203 1700, weekdays from 8:30 a.m. to 5:30 p.m.
- IV. Send an email to IOM at [slaushap@iom.int](mailto:slaushap@iom.int)

- Can I schedule an appointment with IOM through eChannelling?

Yes, you can schedule an appointment with IOM through eChannelling

- How do I search for IOM using eChannelling?

- ❖ Option 01: Under the "Doctor channeling" type, select "Specialization." Under the "Specialization" type, choose the required type, such as Australian Visa Medical, Canada Visa Medical, New Zealand Visa Medical, or UK Visa Medical, and then proceed with the search.
- ❖ Option 02: Click on the IOM quick link tab available above the search bar.

❖ Option 03: Click on an IOM banner.

- How can I schedule an appointment with IOM using eChannelling?

Once you are directed to the search results for your required visa medical type on eChannelling, you'll encounter a "Book Now" button located under IOM. Clicking on the "Book Now" button will redirect you to the official booking page of IOM Mymedical. There, you can securely enter your details and schedule the appointment.

- I. Select "Sri Lanka" as the Country of Departure, and then choose your required destination country where you need to undergo the medical examination. Next, select the appropriate Travel type and Migrant type. Finally, indicate the number of applicants, including yourself and any family members, and click on "Start."
- II. Select "IOM MHAC COLOMBO". Then, click on "Click to read Terms and Conditions". This action will open a separate window where you need to scroll down to continue reading. At the bottom of the page, the "I Agree" button will be activated. Click on it. Next, click on the "Requirements and Procedure" link. Another window will open with details. After reading all the details, close the window. Then, click the circle button next to "Requirements and Procedure", and finally click "Continue".
- III. Choose your preferred date and time, then proceed by clicking on the "Continue" button.
- IV. Complete all the mandatory details requested on the Applicant Registration page, then click "Save and Continue". If you have selected more than one family member, another tab will appear for you to fill in their details as well. Once you have filled in all the required information, click on "Continue". Please note that you have a maximum of 15 minutes to complete the process before the appointment expires.
- V. After completing the previous steps, you will receive an email to verify your email address. Please check your inbox to verify your email address. If you haven't received an email, click on the "Resend Email" button. If you have received an email titled "IOM MyMedical - Email Verification," click on "Verify Email Now."

Once you verify your email, your appointment will be confirmed, and you will be redirected to the Mymedical website. From there, you can obtain your appointment reference number and download a document containing your

appointment details from the system.

- How can I confirm that I have successfully booked an appointment through Mymedical?

Once you verify your email, you will be redirected to the Mymedical website. From there, you can obtain your appointment reference number and download a document containing your appointment details from the system.

- If I misplace or delete the booking reference number, how can I retrieve the details, and will that cause any issues on the appointment day?

You can log in to your Mymedical account using your email address and password. Once logged in, navigate to the "My Appointments" section where you can view all the active appointment details. However, if you're unable to access the details, you can contact the IOM Call Center to obtain verification from them.

- What days are available for scheduling an appointment with IOM? Can appointments be scheduled during weekends?

Currently, appointments are available from Monday to Saturday.

- What are the available appointment times? Can appointments be scheduled in the evening hours?

Currently, appointments are scheduled up to 1:00 PM.

- Can a family schedule an appointment for all members using only one applicant's passport number?

No, each individual's details must be entered separately, and appointments should be scheduled for each applicant to avoid any confusion.

- How can I cancel or reschedule an appointment that I've made online?

You can reschedule your appointment by logging in to your Mymedical account using your email address and password. Once logged in, navigate to the "My Appointments" section and Click "Manage Appointment"

- ✓ To reschedule - select your preferred date and time, click "Update Schedule", then confirm by clicking "Update Appointment". You can then download your updated appointment details document.
- ✓ To cancel your appointment - Please contact IOM via email at [slaushap@iom.int](mailto:slaushap@iom.int) or by phone at 011 203 1700 during weekdays from

8:30 AM to 5:30 PM.

- What are the details that we need to schedule an appointment with IOM?

To schedule an appointment with IOM, you will typically need to provide personal information such as your name, age, valid passport details, contact number, and a valid email address. Specifically for appointments related to Australia, you will also need to have the HAP ID.

## **Payments**

- What are the charges for a health examination per applicant?

The charges for a health examination per applicant vary based on the specific examination required.

- ✓ Detailed pricing information relevant for each month can be obtained from call center agents.
- ✓ Alternatively, you can visit our website for further information. The applicable IOM exchange rate is displayed in the banner at the top of the web page or in the "Health Assessment" section of the site.

- How can I proceed with the payment? Is online payment available, or can I pay by card?

- ❖ Payments should be made at the IOM on the day of the appointment in Sri Lankan Rupees (LKR).
- ❖ We accept both cash and card payments, including Visa, Mastercard, and UnionPay. However, please note that we do not accept American Express or Discovery cards.

- What are the booking charges?

❖ IOM booking/ rescheduling appointments process is free of charge. The mentioned fee per applicant includes everything, such as required test fees, doctor charges, etc.

## **General**

- What are the countries where medical examinations are conducted by IOM?

IOM conducts medical examinations for the following countries:

- ✓ Australia
- ✓ Canada
- ✓ New Zealand

✓ UK

- Can I undergo the medical examination without my original passport?

No, the original passport is mandatory for the medical examination.

- Can I undergo the medical examination if I have submitted my passport to the Embassy/ VFS? If yes, what documents do I need to provide?

Yes, you can undergo the medical examination. You will need to provide the embassy/ VFS receipt, which includes details of your passport, and a true copied passport photocopy.

- How many hours will it take to complete the Health Assessment?

The Health Assessment typically takes between 2 to 4 hours to complete.

- Are there any prior preparations that I need to do before coming for the Health Assessment?

There is no specific preparation required. Applicants should have their meals and take their regular medication as usual. Fasting is not necessary. If an applicant is taking medication, they should bring their medical records, medication, and prescription with them.

- If I have forgotten my password for Mymedical account, how can I reset it?

If you've forgotten your password, you can reset it by clicking on the "Forgot Password" link on the login page of the Mymedical website. Follow the instructions provided, which typically involve entering your email address associated with your account. You'll receive an email with instructions on how to reset your password.

- Do you have vehicle parking facilities at IOM?

No, we do not have parking facilities within the premises.

### **Regarding Health Assessment Results**

- What happens after I complete all required initial examinations at IOM?

✓ For Australia/ Canada/ New Zealand?

All basic requirements are fulfilled on the same day, during the same appointment. After completing all the required initial examinations at IOM for Australia, Canada, or New Zealand, the results will be processed and

directly submitted to the Medical Officer of the corresponding country through the eMedical systems.

- ✓ For the UK

All basic requirements are fulfilled on the same day, during the same appointment. After completing all the required initial examinations at IOM for the UK, Certificates will be issued on the same day for applicants with normal test results.

- How long does it take to receive the health assessment results?

- ✓ For the UK - Certificates will be issued on the same day for applicants with normal test results.
- ✓ For Australia - The health assessment is completed and submitted within 3 working days.
- ✓ Canada - The health assessment is completed and submitted within 10 days.
- ✓ New Zealand - The health assessment is completed and submitted within 5 working days.

Furthermore, once the case is submitted to the medical officers of the Commonwealth for Australia, Canada, or New Zealand, the information sheet will be shared with the applicant.

- What happens after IOM submits the results for Australia/ Canada/ New Zealand?

The results are reviewed by the medical officers of the Commonwealth of the relevant country, who make the final decision regarding your medical assessment.

- If there are any issues in the medical examination, how long does it take for the Medical Officer to respond to the applicant for Australia, Canada, or New Zealand?

Response times can vary, ranging from two to three days to one month or more.

### **Medical related queries**

- If I have a cough, will that affect my Chest X-ray?

Please refrain from attending the health assessment if you are unwell. The chest X-ray is reported by consultant radiologists based on the X-ray taken during the health

assessment. We cannot provide advice on this matter before your medical appointment.

- If I have queries related to medical concerns, what should I do?

If you have concerns related to medical conditions such as Pregnancy, Medical examinations for toddlers, Alternative options for sputum tests, or any other queries, please contact IOM via email at [slaushap@iom.int](mailto:slaushap@iom.int) or by phone at 011 203 1700 during weekdays from 8:30 AM to 5:30 PM. They will provide you with advice and guidance regarding your specific medical concerns.

Few examples,

- ✓ What is the medical procedure if the applicant is pregnant?
- ✓ Is a medical examination required for toddlers? What tests are involved?
- ✓ Are there any alternative options for sputum testing? Can applicants receive results sooner than the 10-week waiting period?
- ✓ Applicants referred for sputum testing have previously found no issues when checked elsewhere. What could be the reason for this referral?
- ✓ Who needs to undergo IGRA testing?
- ✓ Is IGRA testing only conducted for minor permanent residence applicants?