

The full-scale invasion of Russia on Ukraine in 2022 led to a large number of individuals seeking refuge across Europe, including in Poland where about one million people settled. Refugees often face issues with health care access, which may lead to poor health outcomes. However, limited information exists on how refugees navigate the health care system, in particular the emergency department, and what challenges they experience. Therefore, the goal of this project is to investigate this among Ukrainian refugees in Poland through five objectives: 1) to systematically summarize the published information on the barriers and facilitators to accessing emergency care services among refugees; 2) to explore health care system navigation patterns among Ukrainian refugees in Poland; 3) to investigate emergency service use in six cities (Wrocław, Warszawa, Kraków, Szczecin, Gdańsk, Lublin) among refugees; 4) to compare the rates of left without being seen and unscheduled return emergency department visits among refugees and the general population; and 5) to identify the barriers and facilitators to emergency care service access among refugees through interviews with patients, health care providers, and system planners. These objectives will be achieved through a mixed methods study which will include a systematic literature review, quantitative analyses of survey information and hospital administrative databases, and qualitative analyses of information from semi-structured interviews. The findings will shed light on the challenges facing refugees when using the emergency department to inform interventions aimed at improving access. The study results will be relevant to other countries hosting refugees, including from Ukraine.