Appendix 3. Identified needs

Access to care and administrative support	Communication	Relational needs of patients	Needs of the healthcare system and professionals
- Access to nurses and social workers for help with transport to access GPs (no car, unfamiliar with local transport, challenges using public transport) [42] - Paperwork support [34] - Appointment schedule [36] - Longer term, highly specialized treatment (for more severe cases) [39,41] - Phone call reminders for health care appointments [42]	- No use of an interpreter (trained professional counsellors preferred for confidentiality reasons) [39] - Access to interpretation service (in-person, telephonic) [41,42,45]	- Gender appropriate care [36] - Therapist outside of political, religious and social context of clients' home [39] - Supporting and caring family physicians [43]	- Trusting relationship within the care team [41] - Use of a community health worker to engage patients in care, promote integrated care, provide guidance on how to access care and how to follow up, and address social determinants of health [41] - Better training and time for behavioural health integration [33,41] - Adequate resources to overcome cultural and linguistic barriers [33] - Reimbursement system that compensates for increased workload in integrated care setting [33] - More staff [36] - Private sessions without family members [41] - Connection of the care team with community-based resources [41]