

Supplementary information

A) Table of methodological quality of the included studies

Citation	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Total
(Keboa, et al., 2019) (a)	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	9/10
(Nurelhuda, et al., 2021)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	10/10
(Riggs, et al., 2015)	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	9/10
(Prowse, et al., 2014)	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	9/10
(Kidane, et al., 2021)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	10/10
(Nicol, et al., 2014)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	10/10
(Keboa, et al., 2019) (b)	Y	Y	Y	Y	Y	N	Y	Y	N	Y	8/10
(Pani, et al., 2017)	Y	Y	Y	Y	Y	N	Y	N	Y	N	7/10
(Lamb, et al., 2009)	Y	Y	Y	Y	Y	N	N	N	Y	N	6/10
(Adams, et al., 2013)	Y	Y	Y	Y	Y	Y	Y	Y	N	N	9/10
(Due, et al., 2020)	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	10/10

(Riggs, et al., 2016)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	9/10
(Kang, et al., 2019)	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	9/10

*B) Quality appraisal questions. *Q10 was altered from the open-ended question, "How valuable is the research?" to the closed-ended question, "Is the research particularly valuable?".*

- 1. Was there a clear statement of the aims of the research?*
- 2. Is a qualitative methodology appropriate?*
- 3. Was the research design appropriate to address the aims of the research?*
- 4. Was the recruitment strategy appropriate to the aims of the research?*
- 5. Was the data collected in a way that addressed the research issue?*
- 6. Has the relationship between researcher and participants been adequately considered?*
- 7. Have ethical issues been taken into consideration?*
- 8. Was the data analysis sufficiently rigorous?*
- 9. Is there a clear statement of findings?*
- 10. Is the research particularly valuable? **

CASP critical appraisal tool checklist questions (CASP, 2022).

- c) Tables containing quotations for each barrier and facilitator sub-theme in the main manuscript.

Barrier 1

Theme 1.1
<i>"Because it's expensive we're not going but some of the others, they are going for treatment overseas like in Afghanistan, Pakistan it is cheap." (Riggs, et al., 2016) (20, pg. 6)</i>
<i>"In my opinion, comparing with the other services, dental care is expensive, and it always requires several consecutive appointments so that you need to skip work, pay for trains, and dental products like toothbrush, paste or mouthwash" (Kidane, et al., 2021) (21, pg. 9)</i>
Theme 1.2
<i>"The first time I went, they gave me a 2 months appointment and eventually I forgot I had that appointment." (Nurelhuda, et al., 2021) (13, pg. 6)</i>
Theme 1.3
<i>"I have pain in my teeth too much. I couldn't speak English very well, and I have nobody to help me, so I am very, very upset...they removed my teeth. When I come home, I say my pain is left side and they remove my right side...I say: "Where is my tooth?" The dentist says: "Oh, I am so sorry." They took the wrong one." (Kang, et al., 2019) (23, pg. e539)</i>
<i>My former dentist had a very arrogant receptionist. I wasn't really comfortable with her. I was discouraged from going to the clinic as I couldn't stand her discriminating look; I take only pain killers and stay at home" (Kidane, et al., 2021) (21, pg. 8)</i>
<i>"You have no idea [...]! it is so challenging to understand how the health system works. There is limited or no information about where, how, and when to approach the eye clinic, the dental clinic and so on" (Kidane, et al., 2021)</i>

(21, pg. 7)

"Most of the appointments that you get are on weekdays [...], where most of us are busy at work or school [...]. They [dentists] won't see you at weekends. So, if we need further visits, we couldn't miss work or classes so often [...]. Thus, we often miss follow-up appointments" (Kidane, et al., 2021) (21, pg. 9)

Barrier 2

Theme 2.1

"...the reason behind my hesitation in visiting a dental clinic, despite experiencing marked dental problems, is that I had been through a very bad experience on my way to Europe. I saw and witnessed a lot of awful distress and health problems along my way in Sahara, Libya or at sea [Mediterranean]. Comparing to those, I consider my teeth problem as a simple discomfort and I just resist the pain until it resolves itself" (Kidane, et al., 2021) (21, pg. 8)

"...the children see the rest of the kids at school have boxes of juice and chips, so they think it must be better because Western kids know better." (Nicol, et al., 2014) (17, pg. 7)

"She thinks they are too young for anything to be done; she thinks it is an invasion. She starts when they are about four years, shows them how to brush. Before then nothing." (Riggs, et al., 2015) (16, pg. 248)

Theme 2.2

"The first thing I had to do is to fill out all the paperwork and I felt like it was overwhelming." (Nurelhuda, et al., 2021) (13, pg. 6)

"Send appointment letters for my son (12 years), I tick question for needing an interpreter, but I never get one" (Nicol, et al., 2014) (17, pg. 8)

Barrier 3

Theme 3.1
<i>"All of my kids are suffering from the same problem, tooth decay ... maybe it is due to the sweets ... my kids are refusing to take any food but sweets, she [my daughter] is so thin, her health is not alright." (Riggs, et al., 2015) (16, pg. 247)</i>
<i>"Sometimes a brush won't get everything, but that one will take everything off." (Miswak) (Prowse, et al., 2014) (14, pg. 6)</i>
<i>"It gets rid of all the blood in the teeth and also tightens the gum ... I don't go to the doctor, this is my medication ... when I went to Saudi Arabia, to Mecca last year, this is where I brought it from." (Derum) (Riggs, et al., 2015) (16, pg. 249)</i>
Theme 3.2
<i>"I am certain that my teeth are fragile because of the extreme cold and heat in Canada. During summer, we eat cold items and in the winter, hot food. Can you imagine what that does to your teeth?" (Keboa, et al., 2019) (12, pg. 97)</i>
<i>"I think people always consider that they are in good health when there is no pain. Thus, it is a waste of time to go consult a dentist when you are okay. They tell themselves, I am okay if there is no pain. So, why should I go to see the dentist? I used to think like this." (Keboa, et al., 2019) (12, pg. 96)</i>
Theme 3.3
<i>"I chose not to go back after six months because I hate the machines that trim the teeth. Do you know how annoying are the rotating machines and the other sharp instruments that they [dentists] use?... honestly, I hated it. Now that I am treated, thanks God it's over" (Kidane, et al., 2021) (21, pg.8)</i>
<i>"I don't trust the dentists too. I have a trust issue! I mean [. . .], the bureaucracy is very tedious [. . .], I don't know what we are sometimes</i>

<i>saying. Who knows, later they [dentists] might ask us to pay all (laughter)?" (Kidane, et al., 2021) (21, pg. 7)</i>
<i>"I know about the thread [. . .], I believe, if you keep on doing it, you can harm your gums now and then" (Kidane, et al., 2021) (21, pg. 6)</i>
<i>"If we use the toothbrush frequently, with toothpaste after every meal, I believe that it may damage our tooth" (Kidane, et al., 2021) (21, pg. 6)</i>
<i>"I once wanted to visit a dental clinic but I couldn't. I honestly had no enough confidence to talk about my complaint" (Kidane, et al., 2021) (21, pg. 8)</i>
<i>"Children used to have a healthy diet and children listened to their parents. Children don't listen to their parents anymore." (Riggs, et al., 2015) (16, pg. 250)</i>

Facilitator 1

Theme 4.1
<i>"The centre of all body functions is the mouth. So, the hygiene for oral cavity has to be kept in mind." (Nurelhuda, et al., 2021) (13, pg. 5)</i>
<i>"The young generations um... well it's easier for them in many different ways first they know English and have school, second they work, they have something in their pockets ... easy for them and they can pursue it, they can go after it, before the older people" (Due, et al., 2020) (19, pg. 190)</i>
Theme 4.2
<i>"Back in Pakistan or Afghanistan [brushing your teeth] was like not to be honest it was not like an everyday thing...now that I think about it it's kinda gross, but it wasn't to be honest but here when we came it's like uh everybody cleans their teeth twice a day." (Due, et al., 2020) (19, pg. 191)</i>

<i>"I took my child to the dentist ... he saw pictures of rotten teeth on the wall, so he said he didn't want that so he now brushes regularly." (Nicol, et al., 2014) (17, pg. 6)</i>
<i>"Having nice teeth is good for an individual's outward appearance and selfimage. Someone with a good look has a better chance of getting employed in certain jobs such as the television (broadcasting) industry"</i> <i>(Keboa, et al., 2019) (12, pg. 98)</i>

Facilitator 2

Theme 5.1
<i>"As my former dentist is so cooperative, I also take many of my fellow Eritreans, who don't understand about their dental health, to her and get the treatment" (Kidane, et al., 2021) (21, pg. 8)</i>
<i>"Then the dentist said to me: I understand how difficult things are for you at this time, so I will make this gift to you. You no longer owe me for the cleaning. I thanked him and said, finally I am saved." (Keboa, et al., 2019) (15, pg. 458)</i>
Theme 5.2
<i>"When I came here I would help a lot of my friends...doing a lot of interpretation you know, translate for them". (Due, et al., 2020) (19, pg. 190)</i>
<i>"I think refugees like me will never be able to pay for dental treatment if not for the government insurance." (Keboa, et al., 2019) (15, pg. 457)</i>

D) Data extraction table of the included studies

Author(s)	Title	Year of study/publication	Phenomena of interest/Aim	Hosting country	Number of ppts.	Method of primary data retrieval and data collection and analysis	Setting
Keboa <i>et al.</i> , 2019 ¹²	A qualitative study on the oral health of humanitarian migrants in Canada	2019	To explore and understand the pre-migration use of dental services, oral health knowledge, and the effects of oral disease among newly arrived humanitarian migrants	Canada	25	Face-to-face interviews	Various (faculty of dentistry or proposed location suggested by ASRs)
Nurelhuda <i>et al.</i> , 2021 ¹³	Advancing our understanding of dental care pathways of refugees and asylum seekers in canada: a qualitative study	2021	To test the pathway model by exploring pathways to oral health care among humanitarian migrants in another Canadian province (Ontario); and to explore the perception of	Canada	27	Focus groups	Community organisations

			humanitarian migrants of the IFHP which had been reformed in 2016 to provide more extensive – yet still basic – dental services to its beneficiaries				
Riggs <i>et al.</i> , 2015 ¹⁶	Breaking down the barriers: a qualitative study to understand child oral health in refugee and migrant communities in Australia	2015	To identify the sociocultural influences on child oral health in these communities	Australia	115 – all were women	Focus groups and interviews	A usual social group venue for women
Prowse <i>et al.</i> , 2014 ¹⁴	Diversity considerations for promoting early childhood oral health: a pilot study	2014	To explore the views of parents and caregivers from four cultural groups on early childhood oral health and early childhood caries	Canada	11	Focus groups	Unknown
Kidane <i>et al.</i> , 2021 ²¹	Eritrean refugees' and asylum-seekers' attitude towards and access to oral healthcare in Heidelberg,	2021	To explore the access of Eritrean refugees and asylum-seekers (ERNRAS) to oral	Germany	25	Interviews and focus groups	Skype and WhatsApp calls (due to COVID)

	Germany: a qualitative study		health care services in Heidelberg, Germany, as well as their perceptions and attitudes towards oral health care				
Nicol <i>et al.</i> , 2014 ¹⁷	Informing a culturally appropriate approach to oral health and dental care for pre-school refugee children: a community participatory study	2014	To explore how humanitarian entrant refugees understand and make sense of good oral health in pre-school aged children	Australia	44 – other non ASRs not included	Focus groups and interviews	Unknown
Keboa <i>et al.</i> , 2019 (b) ¹⁵	Oral healthcare experiences of humanitarian migrants in Montreal, Canada	2019	To explore and understand the dental care experiences of humanitarian migrants and dentists in order to inform policy and services for the population	Canada	25	Interviews	Various – including mobile dental clinics
Pani <i>et al.</i> , 2017 ²²	Parental perception of oral health-related quality of life of syrian refugee children	2017	To use the P-CPQ-8 questionnaire to quantitatively assess oral health-related	Turkey	9 – all were mothers	Focus groups (quantitative element of this	Community room of a charity

			quality of life among the parents of children aged below six years and then use a focus group interview to explore the factors influencing their perceptions of their children's oral health			paper not included)	
Lamb <i>et al.</i> , 2009 ¹⁸	Refugees and oral health: lessons learned from stories of Hazara refugees	2009	To gain an in-depth understanding about oral health from one group of highly vulnerable refugees	Australia	6 – 2 of which were themselves dentists	Semi-structured interviews	Unknown
Adams <i>et al.</i> , 2013 ²⁴	The cultural basis for oral health practices among Somali refugees pre-and post-resettlement in Massachusetts	2013	To explore this population's self-reported oral health explanatory models and practices	US	83	Interviews	Community centres
Due <i>et al.</i> , 2020 ¹⁹	Understanding oral health help-seeking among Middle Eastern refugees and asylum seekers in	2020	To improve understanding of Middle Eastern refugees' and asylum seekers' oral health	Australia	20 – other non-ASRs not included	Interviews	Unknown

	Australia: An exploratory study		help-seeking and to determine the utility of Andersen's Model in this context				
Riggs <i>et al.</i> , 2016 ²⁰	'We are all scared for the baby': promoting access to dental services for refugee background women during pregnancy	2016	To investigate understandings of maternal oral health, dental priority groups and information provision from the perspectives of the refugee and asylum seeker community, and dental and maternity care providers in Melbourne, Australia	Australia	27 – all were women	Focus groups	Unknown
Kang <i>et al.</i> , 2019 ²³	Access to primary health care for asylum seekers and refugees: a qualitative study of service user experiences in the UK	2019	To examine ASR experiences accessing primary health care in the UK in 2018	UK	18	Semi-structured interviews	Voluntary community organisations centres