

# HEALTH SERVICES FOR REFUGEES AND ASYLUM SEEKERS FROM ALL COUNTRIES EXCEPT SYRIA

***What to do if you  
need to see a  
doctor or go to  
hospital and what  
you have to pay***



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For more information: [www.refugees-lebanon.org](http://www.refugees-lebanon.org)

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### **I am a refugee. Can I go to a doctor or a hospital in Lebanon?**

Yes. UNHCR provides health care services to registered refugees through its partners.

Refugees can see a doctor at a **Primary Health Care Centre (“PHCc”) or a Health Centre (“dispensary”)** for medical consultations, prescriptions, laboratory tests, immunizations, antenatal care and other reproductive health services, management of chronic diseases. You can also receive mental health treatment, including counseling and other psychological support services.

You should only go to hospital in a medical emergency.

If you need to see a doctor you should go to the PHCc, dispensaries that are attached to this brochure. **If you go to another PHCc or dispensary they will charge you more for your treatment.**

In a **medical emergency**, call the Hotline of your area NEXtCARE:  
**01 504020**

Please do not call **NEXtCARE** for other service as they will not be able to assist you.

There are other phone numbers listed in this brochure will give you information about health and social assistance, if you are a victim of sexual assault or violence or for any other emergency.

### **What if I am not registered with UNHCR or awaiting registration?**

Unregistered refugees and those awaiting registration have access to some subsidized health services and assistance at the PHCc listed in this brochure, for example free vaccinations for children. However, other PHCc or dispensaries may ask you equal contribution to health care treatment similar to Lebanese patients.

### **Is the Lebanese health system different from other health systems?**

Yes. The Lebanese health system is highly privatized and registered refugees have to pay a contribution towards their health care, in the same way that Lebanese do.

## IF YOU NEED TO SEE A DOCTOR

If you need to see a doctor, you should contact the PHCc or dispensary in advance to check if there is a doctor available that day and make an appointment. Ask for the leaflet of PHCc and dispensaries.

### DOCTOR'S FEES

When you go to see a doctor at a PHC or a dispensary you will be charged between 3,000 LBP – 5,000 LBP for a consultation. UNHCR's partners pay the remainder of your consultation fees.

For laboratory and diagnostic tests, UNHCR covers up to 85% of the cost for children under 5 years old, elderly over 60 years old, pregnant women and other vulnerable individuals.

The remaining 15% of the cost must be paid by the patient. All other individuals are required to pay 100% of their medical costs. Please see the table below for more information.

Service	What you pay
Vaccines	<b>Free</b> at all PHC centers and dispensaries
Consultation	3,000 – 5,000 LBP
Acute medications	Free
Chronic medications (diabetes, cardiac conditions, hypertension, asthma, epilepsy, etc.)	1,000 LBP per visit (handling fee)
Family planning (Insertion of IUD, pills, condoms)	Free
Ultrasounds for pregnant women	15% of the cost (3,000-5,000 LBP)

Dental care	Subsidized. Please refer to the PHCc or dispensary for the exact costs.
Laboratory and diagnostic tests	<p>15% of the cost for</p> <ul style="list-style-type: none"> <li>▪ For children under 5 years</li> <li>▪ Persons over 60</li> <li>▪ Persons with disabilities</li> <li>▪ Pregnant women</li> </ul> <p>10% of the cost for those refugees with specific needs who cannot afford it.</p>

## IF YOU NEED TO GO TO HOSPITAL

### What do I do if I need to go to hospital?

First, go to a PHCc or a dispensary before you go to hospital.

If a doctor in a PHCc or a dispensary recommends your admission to a hospital for inpatient care, you should obtain approval from **NEXtCARE** Lebanon which is UNHCR'S partner in Lebanon.



**In a life-threatening emergency go straight to one of the contracted hospitals listed in the leaflet and then call NEXtCARE from the hospital, otherwise we cannot assist you financially with your medical bills**

**NEXtCARE hotline is**

**01 504020**

**24 hours 7/7**



### If I need to go to Hospital, will an ambulance take me?

The ambulance will take the patient to hospital only in life threatening situations or when the patient cannot travel in a seated position by car.

The Lebanese Red Cross provides ambulance services in Lebanon. The number to call is three digits **140**



## HOSPITAL FEES

### Will UNHCR pay my hospital bill?

UNHCR pays up to 75% of the total cost of the following hospital services only:

- Life-saving emergencies
- Giving birth
- Care for newborn babies

You will have to pay the remaining 25% of the cost.

If you receive any other hospital service, you will have to pay the total cost of your hospital bill.

If you need a very expensive hospital treatment, disc disease or elective medical interventions, UNHCR's Exceptional Care Committee must first approve treatment before it will agree to cover up to 75% of the cost.

The Committee will consider:

- The need for and adequacy of the suggested treatment
- The cost and the need for financial assistance
- Feasibility of the treatment plan and prognosis

You should go to the hospitals listed at the end of this brochure because you will have to pay more if you go to any other hospital. Remember to call **NEXtCARE** before admission to the hospital so we can assist you financially with your medical bills. We will not reimburse any payments you may have advanced.

### DOCUMENTS TO TAKE WITH YOU TO THE DOCTOR OR TO THE HOSPITAL

- A valid ID document OR
- Your UNHCR Registration Certificate ("UN Paper")

### **I am pregnant. What services and assistance can I get?**

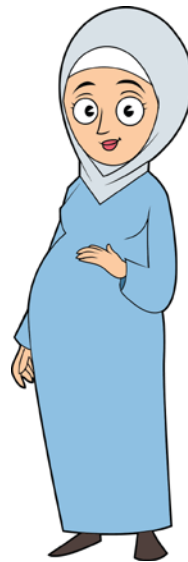
You can get pregnancy care at PHCc and dispensaries as well as ultrasounds. You will be provided with supplements needed for your and your baby's health.

**If you are pregnant, you should go to a PHCc at least 4 times before you give birth. You should go to the PHC that is closest to your address.**

UNHCR's partners covers up to 85% of the cost of laboratory, diagnostic tests and 4 consultations for pregnant women. You will also have access to breastfeeding and personal hygiene awareness sessions and access to free family planning services after you deliver your baby and one postnatal consultations.

In addition, UNHCR will cover 75% of the cost of your delivery.

**During your pregnancy the doctor will prescribe you some supplements like calcium and iron. Don't forget to take them for your health and the health of your baby! Continue to take them as long as you are breastfeeding your baby. You will also need to visit your PHCc or dispensary one month after you give birth for post natal care to ensure your wellbeing!**





When you are pregnant and you approach the PHCc for consultation you will be provided with a **Pregnant Card**. You will have to **keep it with you each time you come for a doctor's visit and when you come to the hospital to deliver your baby.**

#### Pregnant Card:



**بطاقة**  
**المرأة الحامل**

**وزارة الصحة العامة**  
**الرعاية الصحية الأولية**

معلومات شخصية:

رقم بطاقة الأم المتحدة: \_\_\_\_\_

الاسم الثلاثي: \_\_\_\_\_

اسم الزوج: \_\_\_\_\_

مكان الإقامة: \_\_\_\_\_

التاريخ الولادي: \_\_\_\_\_

عدد: \_\_\_\_\_

عدد الحمل: ☐ عدد الولادات ( ☐ العموكة ☐ عند الأولاد )

عدد الإجهاضات: ☐

فصصيرة: ☐

المدل الحالي: \_\_\_\_\_

تاريخ آخر دورة شهرية: \_\_\_\_\_

طريقة الوضع المتوقعة: ☐ طبيعية ☐ قيصرية

دوامي الولادة القيصرية: \_\_\_\_\_

التاريخ المتوقع للولادة: \_\_\_\_\_

سوابق طبيّة: \_\_\_\_\_

أروية مرممة: \_\_\_\_\_

سوابق جراحية: \_\_\_\_\_

جنس: ☐ أنثى ☐ ذكر

الزوجة الأولى: \_\_\_\_\_

اسم المركز الصحي: \_\_\_\_\_

التاريخ	الوزن	الضغط	السكر في الدم	فحص البول		ملاحظة
				سكر	بروتين	

عدد أسابيع الحمل: \_\_\_\_\_ ارتفاع الرحم: \_\_\_\_\_ وضع الجنين: \_\_\_\_\_ نبض الجنين: \_\_\_\_\_ سكر الدم: \_\_\_\_\_ الهيموغلوبين (Hb): \_\_\_\_\_

## CHRONIC DISEASES

### **Chronic diseases such as diabetes, cardiac conditions, hypertension. Asthma, epilepsy, etc:**

If you have a chronic disease such as diabetes, cardiac conditions, hypertension, asthma, epilepsy, you should go to see a doctor at a PHC or a dispensary for chronic disease control.

Locate a PHCc from YMCA network near you and register. Visit regularly and the health center will provide you with the necessary medication every month. This will manage your chronic condition and prevent further health consequences.

### **Chronic diseases such as cancer, thalassemia, etc:**

UNHCR does not pay for chronic diseases that require repeated hospitalization, such as cancer, thalassemia or renal dialysis. If you have one of these conditions, you should go to see a Doctor at a PHCc or a dispensary to manage your condition.

In addition, UNHCR does not pay for the following treatments:

- High cost treatment when a less costly alternative treatment is equally effective and available
- Experimental, non-evidence based treatment
- Organ transplant
- Infertility treatment
- Cosmetic/plastic/reconstructive surgery
- Long term sustaining tertiary care such as treatment/rehabilitation of complications of chronic degenerative diseases, immunosuppressive treatment, new cases of hemodialysis (unless one time for life-saving), thalassemia treatment (except for life-saving blood transfusion), multiple sclerosis, etc.
- Conditions that can be treated at a PHCc or dispensary
- End-Mid stage cancer (including surgery and chemotherapy)
- Long term treatment requiring nursing care

## PHYSICAL OR MENTAL DISABILITIES

### **I have a disabled child/family member. What kind of support and services are available?**

Various community support services are available. Go to your nearest PHCc or dispensary for a consultation and for more information.

UNHCR and partners will pay 85% of the cost of laboratory and diagnostic tests for patients with physical or mental disabilities.

The remaining 15% of the cost will be paid by the patient.

#### **Rehabilitation Institutions for persons with specific needs**

Arc En Ciel

01-564630 (Technical and mobility aids; ergo therapy; physiotherapy and speech therapy sessions)

## TUBERCULOSIS

### **I have Tuberculosis. What should I do?**

You should attend a Centre for Tuberculosis treatment. Treatment is available for free.

UNHCR's partners will support you for laboratory and diagnostic tests. Your family can also be tested for free.

## Centers for Treatment of Tuberculosis Lebanon

Area	Centre	Address	Phone	Opening hours
Beirut	Quarantina	Quarantina, Beirut	01-443550	8am-13pm
Bekaa	Hermel Old Hospital	President Sabri Hamadeh Street First floor	08-201341	Call before
Bekaa	Zahleh Central Dispensary	GSO Building facing Zahleh Gov Hospital	08-821511	Mon-Fri 8.00-13.00
Mount Lebanon	Beit El Din	PHCc Near the presidential palace	05-500048	8.30
North	Tripoli: Lutte contre la tuberculose	Zahrieh facing Sir Dennieh Garage, first floor	06-424255	Mon-Sat 8.00 – 10.00am
Akkar	Halba TB center	Halba Government Hospital	06-693944	Mon-Sat 8.00 – 12.00am
Saida	TB Center Saida	Al Barbir Building, Nejme square, 3rd Floor	07-724854	Call before
El Nabatieh	TB Center Nabatiyeh	Caza Doctors Building, above Red Cross	07-768819	Call before
Tyr	Tyr Governmental Hospital	Sour	07-740293	Call before

## HIV

If you require treatment, you must first contact UNHCR **health staff**, who will give you the necessary information and refer you to the National Centre for treatment. Treatment is free. Please request a confidential appointment with the UNHCR Office in Beirut. You are not required to disclose information in order to seek an appointment

**All cases are treated with the strictest of confidentiality.**

### **I think I might have been infected with HIV. What should I do?**

If you suspect you have been infected with HIV, you should go immediately to the following centre to receive care. It is important that you get preventative treatment as soon as possible, preferably within 24 hours of being infected:

Voluntary Counselling and testing for HIV	
SIDC	1st Floor Daou Bldg., Youssef Karam Str., Sin El Fil, Tel/Fax: 01-482428, 01-480714 Beirut and Mount- Lebanon
Dar El Fatwa	Beirut, Aicha Bakkar, Tel.: 01-797400
Hariri Hospital	Beirut, Jnah, Tel.: 01-830000 (1067)
Hariri PHCc	Taanayel, Tel: 08-513320

## LEISHMANIASIS

### I have Leishmaniasis. What should I do?

If you have Leishmaniasis, you should seek treatment at one of the following hospitals: Medication for Leishmania treatment is for free from The Ministry of Public Health and UNHCR pays for your consultation fees. You have to contribute only LBP 3000.

Hospitals that treat Leishmaniasis			
Area	Hospital	Telephone Numbers	Doctor and Treating Hours
Baalbek	Baalbek Governmental Hospital	08-370022	Mon (12 - 1:00 pm) Dr Jamal Othman
Beirut	Rafic Hariri University Governmental Hospital Beirut	01-830000	Dr. Ossayma Dhouny Wednesday 10.00- 11.00 Dr. Pierre Abi Hanna Tuesday 10.00-11.00
Halba	Halba Governmental hospital	06-693944 06-694455	Dr. Mohamad Ayoub Sat 13.00-14.00
Saida	Saida Governmental Hospital	07-722136 07-721606	Dr Hussein Nassar Wednesday from 9.00-11.00
Zahle	Zahle Governmental Hospital	08-825601	Dr. Souleiman El Mais Tuesday (9 - 11am)

## VACCINATIONS FOR CHILDREN

### Can my child receive vaccinations in Lebanon? Where?

Yes. Vaccinations for children are provided **for free** by the Ministry of Public Health through the centres attached. First dose vaccinations of polio, measles and Vit A are available **for free** at all UNHCR Registration Centres. Vaccines are essential to your child's health and development and you should ensure your child receives all essential vaccinations using the vaccination schedule below:



#### National Lebanese Vaccination Schedule

Age	Vaccine
At birth	Hepatitis B - First dose
2 months	IPV – First dose Pentavalent (diphtheria-pertussis-tetanus-hepatitis B-Hib) – First dose
4 months	OPV – Second dose Pentavalent vaccine (diphtheria-pertussis-tetanus-hepatitis B-Hib) – Second dose
6 months	OPV – Third dose Pentavalent vaccine (diphtheria- tetanus-pertussis-hepatitis B-Hib) – Third dose
9 months	Measles – zero dose
12 months	Measles, Mumps and Rubella (MMR) – First dose
18 months	OPV First booster dose Pentavalent vaccine (diphtheria- tetanus-pertussis-hepatitis B-Hib) – First booster dose Measles, Mumps and Rubella (MMR) – Second dose
4-5 years	OPV – Second booster dose DTP (diphtheria-tetanus-pertussis)
10-12 years	OPV - Third booster dose DT (diphtheria-tetanus) – Third booster dose

## CONTACT NUMBERS AND HOTLINES OF PARTNER

For medical emergency only, call the **NEXtCARE** Hotline:

**01 504020**  
**24 hours 7/7**



There are other hotlines available as indicated below.

Area	Partner	Hotline
Sin El Fil – Mount Lebanon	Caritas Lebanon Migrants Center (headquarters)	03-310471
Baouchrieh – Mount Lebanon	Caritas Lebanon Migrants Center	70-168203
Mreijeh - Beirut	Caritas Lebanon Migrants Center	70-157789
Rmayleh- Mont Lebanon	Caritas Lebanon Migrants Center	70-251290
Bourj Hamoud – Mont Lebanon	Caritas Lebanon Migrants Center	76-412088
Jeita – Mont Lebanon	Caritas Lebanon Migrants Center	76-374951
Nahr Ibrahim – Mont Lebanon	Caritas Lebanon Migrants Center	70-191182
Tripoli – North	Caritas Lebanon Migrants Center	71-656794
Ghazieh-Saida	Caritas Lebanon Migrants Center	03-559107
Zahleh – Bekaa	Caritas Lebanon Migrants Center	70-107905
Lebanon	Restart Center for Victims of Torture and Violence	76-708083



## CONTACT NUMBERS FOR SOCIAL SUPPORT

UNHCR Partners if you need Social Support			
<b>Caritas Centres</b>	<b>Lebanon</b>	<b>Migrants</b>	01-502550 / 1 / 2 / 3 (Sin El Fil - ML) 70-168203( Baouchrieh - ML) 01-466470 (Mreijeh - Beirut) 07-990496 (Rmayleh - ML) 01253373 (Bourj Hamoud - ML) 09-233501 (Jeita - ML) 70191182 (Nahr Ibrahim - ML) 06-412995 (Tripoli - North) 07-221582 07-220306 (Ghazieh - Saida) 08-805123/4 (Zahleh - Bekaa)
<b>Makhzoumi Foundation Beirut</b>			03-243255
<b>Danish Refugee Council</b>			78 873017 (West and Central Bekaa) 76550815 (Baalbeck) Email: <a href="mailto:joelle.caracache@drclibanon.dk">joelle.caracache@drclibanon.dk</a>
<b>MOSA Centers ML</b>			01-262687 (Bourj Hammoud) 05-554074 (Aley) 01-450724 (Bourj Brajneeh) 03-528825 (Jounieh) 07-242038 (Shehim) 01-274614 (Chiah)

If your doctor recommends that you need a Laboratory & Radiology exams please go to one of the Primary Health care centers supported from UNHCR partners. Ask for the leaflet "Your Health" to know the The PHCc, they are listed in the leaflet.

## EASY STEPS TO ACCESS MEDICAL TREATMENT IN LEBANON

### STEP 1

Contact a Primary Health Center or dispensary to see a doctor.



### STEP 2

If your doctor says you need to go to the hospital, contact NEXtCARE.



**In a life-threatening emergency you can go straight to a Hospital but remember to contact NEXtCARE hotline on:**

**01 504020**

**24 hours 7/7**

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