

HEALTH SERVICES FOR SYRIAN REFUGEES IN MOUNT LEBANON AND BEIRUT

***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

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ACCESS TO HEALTH SERVICES

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

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

Registered Syrian 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 listed at the end of this brochure. If you go to another PHCc or dispensary they may charge you more for your treatment.

In a medical emergency, call **NEXtCARE** hotline **01 504020**. Other phone numbers listed in this brochure will give you information about health and social support, if you are a victim of sexual assault or violence or for any other emergency.

What if I am a not registered Syrian refugee?

Not registered Syrians 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 the Syrian health system?

Yes. The Lebanese health system is very different to the Syrian health system. It is highly privatized and registered Syrian 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. Check the list of PHCc or dispensaries below.

DOCTOR'S FEES

When you go to see a doctor at a PHC or a dispensary you will be charged between 3,000 LL – 5,000 LL 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.

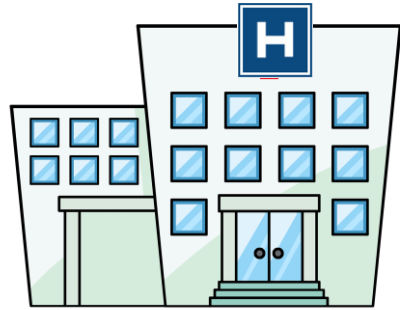
Service	What you pay
Vaccines	Free at all PHC centers and dispensaries
Consultation	3,000 – 5,000 LBP
Acute medications	Free
Chronic medications (diabetes, cardiac conditions, hypertension, asthma, epilepsy, etc.)	1,000 LBP per visit (handling fee)
Family planning (Insertion of IUD, pills, condoms)	Free
2 ultrasounds for pregnant women	Free
Dental care	Subsidised. 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"> ▪ For children under 5 years ▪ Persons over 60 ▪ Persons with disabilities ▪ Pregnant women <p>10% of the cost for those refugees with specific needs who cannot afford it.</p> <p>Other refugees will pay 100% of the cost of Laboratory and diagnostic tests.</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 partners for Mount Lebanon and Beirut by calling the hotline or going to a PHCc listed in this brochure.



In a life-threatening emergency go straight to one of the hospitals listed on the back of this 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 which is not approved by NEXtCARE, 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")

PREGNANT WOMEN

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

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

UNHCR 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 consultation.

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

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.**



بطاقة المرأة الحامل

وزارة الصحة العامة
الرعاية الصحية الأولية

معلومات شخصية:
رقم بطاقة الأم المتحدة

الاسم الثلاثي: _____
الاسم الزوجي: _____
مكان الإقامة: _____
التاريخ الولادي: _____
عند:

الجنسية: _____
فئة الدم: _____
تاريخ الولادة: _____
تاريخ الولادة: _____
رقم الهاتف: _____

عدد الحمل: ☐ عند العمل
عدد الإجهادات: ☐ عند الولادة
القيصرية: ☐ عند الولادة
التاريخ المتوقع للولادة: _____
طريقة الوضع المتوقع: ☐ طبيعية ☐ القيصرية
دواعي الولادة القيصرية: _____
التاريخ الطبي: _____
سوابق طبية: _____
أدوية مزمنة: _____
سوابق جراحية: _____
حساسية: ☐ نعم ☐ لا عند:

الزيارة الأولى: _____
الزيارة الثانية: _____
الزيارة الثالثة: _____
الزيارة الرابعة: _____

التاريخ	الوزن	الضغط	السكر في الدم	الحمل	ملاحظات
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

عدد أسابيع الحمل ارتقاء الرحم: _____ وضع الجنين: _____ جنس الجنين: _____ سكر الدم: _____ الهيموغلوبين: _____

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.

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

CHRONIC DISEASES

Chronic disease 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.

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.

Centres for Treatment of Tuberculosis in Mount Lebanon and Beirut				
Area	Centre	Address	Phone	Opening hours
Beirut	Quarantina	Quarantina, Beirut	01-443550	8am-13pm
Mount Lebanon	Beit El Din	PHCc Near the presidential palace	05-500048	8.30

HIV

If you require treatment, you must first contact UNHCR Field office **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 closest to you. 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 Sin El Fil	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. Telephone: 01-785400
Hariri Hospital	Beirut, Jnah. Telephone: 01-830000 (1067)

Very Important!!!!

After having a baby, it is recommended to wait at least 3 years before getting pregnant again.

If you do this, your newborn baby is less likely to die or be born too early and you will all be healthier.

Do not put at risk the health of the child and the mother.

Go to the nearest health center for family planning counselling.

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.

Hospital that treats Leishmaniasis			
Beirut	Rafic Hariri University Governmental Hospital Dr. Ossayma Dbouny Dr. Pierre Abi Hanna	01/830000	Tuesday:11-13 pm Wednesday: 12 - 13 pm

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 listed below. 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
16-18 years	OPV- Fourth booster dose DT (diphtheria-tetanus) – Fourth booster dose

PHCc AND DISPENSARARIES IN MOUNT LEBANON AND BEIRUT

PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Martyr President Rafik Bahaa Eddine Hariri Hospital-PHCc(IMC)	✓		✓	✓	01-830000 ext. 1200 or 2900	8 am-4 pm (Mon-Sat)

MoPH Primary Health care Center Al Mir Majid Irsan Inst.Haret El Kobbe Choueifat near boys MOE school PU AMI	✓			✓	05-431551	8 am-2:30 pm (Mon-Friday)
Dispensary of Association awareness and Charity - Katrmaya Downtown (PU-AMI)	✓			✓	07-971983	8:30 am–2 pm Mon-Thurs and Sat. 8:30 am-11 am Friday
Makhzoumi Foundation PHC Beirut, Mazraa health Clinic , Zreik street Barbour	✓	✓	✓	✓	01 660890 01 660891 01 660892 01 660894	7am – 4.30pm Mon-Friday 8am – 1pm Sat
Makhzoumi Foundation, Achrafieh, karm el Zeitoun, Al Ghab Street, Marwan Charbel bldg.	✓	✓		✓	01 218979	7.30am - 3pm Mon-Friday 8am – 1pm Sat
Fanar Medical Social Center, Al Zeaitriyeh- Al Fanar, Metn (IMC)	✓	✓	✓	✓	01-684362	8am-2:00pm (Mon-Fri)

PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Mar Antonious PHC, Roueissat / Jdeyde, Metn North (IMC)	✓		✓		01-900996	8am - 1pm Mon-Thu 8am-11am Fri-Sat
Maternal childhood center, Tayoune, behind Beirut Mall (IMC)	✓		✓		01-395393	8:30 - 2pm (Mon-Saturday)
Men Center-Furn El Chebak, Bustany Street-NajjarBldg (IMC)			✓		71-283820	4- 9 pm
Karagheusian Center for Child Welfare, Merhesh Street-Burj Hammoud-, Metn (IMC)	✓	✓			01-263030	8am- 4pm Mon- Fri 8am – 1pm Sat
Restart Center, Badaro Main Street, Ghattas Building, Beirut			✓		01-385358 Hotline: 76-708083	9am-5pm (Mon-Fri) Hotline (24h/7d) 76-708083
Primary health care center, Hayye Sellom, Beirut (AMEL)	✓	✓	✓		05-483100 70-206034	Mon-Fri 8.30am-2pm Sat
Primary Health care center, Beirut, Bourj Barajneh (Amel)	✓	✓			01-273426	Mon-Sat 8:30am-1pm
MSF Dispensary Shatila camp-Beirut	✓		✓		70-621026	8am-4pm Mon-Friday

PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
MOPH primary healthcare center-Caza Jbeil(IMC)	✓			✓	09-540218	8 am-2pm (Mon-Thurs)- Friday until 11am -Sat until 1pm
Caritas Liban, ElMeten, Sad el Baouchriye, Center Raymond Fayad	✓				01-888868	8am – 2pm Mon – Fri
Caritas Liban, Medical and Cultural Center of Patriarch Sfeir, Raifoun, Kesrwane	✓				09-953550	8am-2pm Mon-Fri
Caritas Liban, St Elie Street Pierre and Georges Ghandour Building, 2nd Floor. Chouf, Deir el Qamar	✓				05-511616	8.30am-2pm Mon-Fri
Caritas Liban - Sarba - Jounieh - near Saint Georges Church	✓				09-637227	8am - 2pm Mon- Fri
SDC Nehme-Nehme- Main road- near the Municipality (IMC)	✓				05-602 338	8 am-2pm Mon-Thurs Friday-Sat until 12pm
Wadih Haj Foundation - Baskinta- Wadih Hage Street (IMC)	✓				04-288660	8am – 2pm Mon-Thurs 8am-11am Friday-Sat
Al Kayan –Airport road (IMC)	✓				01/454005	8am-3pm Mon Friday
Islamic Health Care Society- Amrousieh Markaz Imam Al Abidine (IMC)	✓				05-431386	8am – 3pm Mon – Fri Sat from 8am – 1pm

PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Bent El Hoda-Sabra PHCC- Farhat Street (Relief International)	✓	✓			01-٨٣٨٢٨٤	8am-7pm Mon-Sat
Lebanese Red Cross- Chiah- Abdel Karim El Khalil Street (Relief International)	✓	✓			01-558803	8am-2pm Mon-Fri Sat- 7:30am - 1pm
Chhim Governmental Healthcare center- Charife Street (Relief International)	✓				07-241784	8am-2pm Mon-Thur Fri until 11pm Sat until 1pm
Boundless Giving - Laylake	✓			✓	01-470661	Mon-Fri 8:30am-2pm Sat:8:30-1
Aramoun PHC - Martyr Square Aramon (IMC)	✓			✓	76-836248	8:30am -2pm Mon – Sat

LIST OF HOSPITALS BEIRUT AND MOUNT LEBANON

Area	Hospitals	Address	Phone number
Beirut	Rafic Hariri Gov.University	Jnah	01-830000
Beirut	Sahel hospital	Ghobeiri	01-858333
Beirut	Karantina Government hospital- Only for NICU and PICU cases	Dora	01-442105
Mount Lebanon	Notre Dame du Liban Jounieh	Jounieh,	09 644644
Mount Lebanon	Ain Wzein	Chouf	05-509001
Mount Lebanon	Baabda Gov. hospital	Baabda	05-920040
Mount Lebanon	Beit Chabab hospital	Metn	04-983393
Mount Lebanon	Bouar governmental hospital	Keserwan	09-440440
Mount Lebanon	Iklim hospital	Chouf	07-970777
Mount Lebanon	Dahr El Bashek Gov.	Metn	04-872138
Mount Lebanon	Libanon Canadien	Metn	01-510788
Mount Lebanon	Bchamoun hospital	Bchamoun- Aley	05-270970
Mount Lebanon	Othman hospital	Ketermaya- Chouf	07-970000
Mount Lebanon	Hopital Psychiatrique De la Croix	Jal El Bib- Metn	04- 710224- 30

CONTACT NUMBERS AND HOTLINES OF PARTNERS

For medical emergency in the North, call **NEXtCARE**
Hotline on 01 504020. There are other hotlines
available as indicated below



Area	Partner	Hotline
Mount Lebanon and Beirut	NEXtCARE Lebanon	01 504020
	Restart Center for Victims of Torture and Violence	76-708083

CONTACT NUMBERS FOR SOCIAL SUPPORT

UNHCR Partners if you need Social Support	
Caritas Liban Migrant Centre ML	01 502550 / 1 / 2 / 3 / 4 (Sin El Fil) 70 191 182 (Nahr Ibrahim) 70 168203 (Sed al Baouchriye) 70 251290 (Rmeileh) 01 466470 (Mrayji) 01 243834 (Bourj Hammoud)
Makhzoumi Foundation Beirut	03 243255
MOSA Centers ML	01 / 262687 (Bourj Hammoud) 05 / 554074 (Aley) 01 / 450724 (Bourj Brajneeh) 03 / 528825 (Jounieh) 07 / 242038 (Chhim) 01 / 274614 (Chiah)

HOW REGISTERED REFUGEES 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 Lebanon.



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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المساعدات الإنسانية
والحماية المدنية



من الشعب الياباني
From the People of Japan

من الشعب البريطاني
UKaid