

## HEALTH SERVICES FOR SYRIAN REFUGEES IN SOUTH LEBANON

***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 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 will charge you more for your treatment.**

In a medical emergency, call NEXtCARE Lebanon 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 an unregistered Syrian refugee/awaiting registration?**

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 from 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 PHCc 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	<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
2 ultrasounds for pregnant women	Free
Dental care	Subsidised. Please refer to the PHC or dispensary for the exact costs.
Mental health services and medication	Free
Laboratory and diagnostic tests	15% of the cost for <ul style="list-style-type: none"><li>For children under 5 years</li></ul>

- Persons over 60
- Persons with disabilities
- Pregnant women

10% of the cost for those refugees with specific needs who cannot afford it.

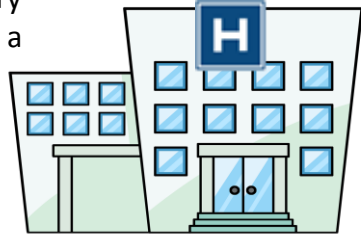
Other refugees will pay 100% of the cost of Laboratory and diagnostic tests.

## 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 for Lebanon.



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. Please ask **NEXtCARE** what would be your contribution part for the hospital bill.

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, (e.g. disc disease, open heart surgery), 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?

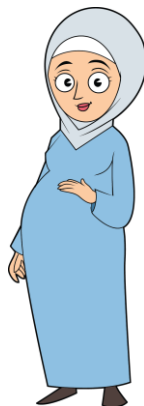
You can get pregnancy care at PHCc and dispensaries as well as two free ultrasounds. You will be provided with supplements needed for your and your baby’s health.

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

UNHCR covers up to 85% of the cost of laboratory and 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.**







- 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 PHC 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 SOUTH				
Area	Centre	Address	Phone	Opening hours
Saida	TB Center Saida	Al Barbir Building, Nejmeh square, 3 <sup>rd</sup> Floor	07-724854	Call in advance
Tyr	Tyr Governm ental Hospital	Tyr	07-740293	Call in advance
El Nabatiyeh	TB Center Nabatiyeh	Caza Doctors Building, above Red Cross	07-768819	Call in advance

## HIV

### **I am HIV positive. What treatment, support and services are available?**

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 Field 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:

<b>Voluntary Counselling and testing for HIV</b>	
<b>Centre</b>	<b>Phone</b>
SIDC, Sin El Fil 1st Floor Daou Bldg., Youssef Karam Str., Sin El Fil ,Mount Lebanon	Tel/Fax: 01-482428, 01-480714
Dar El Fatwa Beirut, Aicha Bakkar.	01-785400
Hariri Hospital, Beirut, Jnah.	01-830000 (1067)

## 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 must contribute only LBP 3000.

<b>Hospitals that treat Leishmaniasis in the South</b>			
<b>Area</b>	<b>Hospital/Doctor</b>	<b>Phone</b>	<b>Treating Hours</b>
Saida	Saida Governmental Hospital Dr Hussein Nassar	07-722130 07-754096/7/8	Wednesday 9.00 – 11.00

The treatment for leishmaniasis is also available for free at Nabatieh and Bent Jbeil Governmental hospitals but consultations are not subsidized.

## 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 Reception 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:

<b>National Lebanese Vaccination Schedule</b>	
<b>Age</b>	<b>Vaccine</b>
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 DISPENSARIES IN SOUTH**

### **PHCc AND DISPENSARIES IN THE SOUTH**

PHC centre's name and address	Services				Phone	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
AMEL Primary Health Care center, Abou Dib Street, Tyre	✓		✓		07-343108	8 am - 2 pm (Mon-Sat)
AMEL Primary Health Care center, Bazourieh, Tyre	✓		✓		07-375135	8 am – 1 pm (Mon-Sat)
AMEL Primary Health Care center, Khiam, Marjaayoun	✓				07-840052	8 am – 2 pm (Mon-Sat)
AMEL Primary Health Care center, Halta Tahta, Hasbaya	✓				71-127758	8 am – 2 pm (Mon-Sat)
AMEL Primary Health Care center, Fardis, Hasbaya	✓				07-561276	8 am – 2 pm (Mon-Sat)
PHC centre's name and address	Health care	Social services	Mental and Psycho-social support	Dental care	Phone number	Opening hours

Ansar Municipality Clinic, (IMC)	✓				07-501447	Mon – Sat: 8 am – 3 pm
MOSA Bint Jbeil (IMC)	✓				07-450571	8 am – 3pm (Mon-Fri)
Dr. Nazih Bezri Health Center- Saida, Al Mowasat NGO (IMC)	✓		✓		07-727512	Mon – Sat: 8 am – 3 pm Friday: 8 am- 12 pm
Al Kayan Msayleh	✓				07-506777	Mon-Fri 8 am – 1.30 pm Saturday 8am – 12pm
Al Kayan Nabatiyeh	✓				07-769910	Mon-Fri 8am – 2pm Saturday 8am – 12pm
IHS Borj Qalaway	✓				07-385454	Mon- Sun 8 am – 8 pm

### Services

PHC centre's name and address	Health care	Social services	Mental and Psycho- social	Dental care	Phone	Opening hours
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			support			
IHS Sediqine	✓				07-431495	Mon – Sat 8 am – 3 pm
IHS Maachouq	✓				07-345901	Mon- Sun 8 am – 3 pm
MSF-CH health center, and reproductive health. Human Call Hospital, Ain El Helwe	✓					Mon – Fri: 8 am – 4 pm
Serepta Clinic – Sarafand (PU-AMI)	✓				07-443123	Mon –Thurs 8 am- 3.00pm Friday 8 am - 11 am Saturday 8 am- 12.00pm
Kayan Tyre			✓		07-347546	8:30 am – 2:30 pm (Mon – Fri)
Caritas, Saida PHC (Old City)	✓				07-732268	8 am – 2 pm (Mon – Fri)

PHCc AND DISPENSARIES IN SOUTH						
PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-	Dental care		

			social support			
Caritas Lebanon, Tyre	✓	✓			07- 741221	Tuesday, Wednesday, Friday 8 am – 2 pm
Nabatiyeh MoPH center	✓				07-769092	Monday- Saturday 8.00- 2.00

### SOCIAL SUPPORT CONTACT NUMBERS

UNHCR Partners if you need Social Support	
SHEILD (Tyre, Nabatiyeh, Bent Jbeil, Marjaayoun, Hasbaya)	79-112262
CARITAS (Saida and Jezzine)	03-559107
INTERSOS Tyre	71 353 889
INTERSOS Saida	76 714 466
INTERSOS Bent Jbeil	78 978 591
INTERSOS Marjaayoun	78 828 599
INTERSOS Hasbaya	71 278 264
INTERSOS Nabatieh	78 838 549



## CONTACT NUMBERS AND HOTLINES OF PARTNERS

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



Please ask for the Services Notes for contact numbers for NGOs and partners providing other services for Syrian refugees in South

Partner Name in South	Hotline
<b>NEXtCARE</b> for hospitalization	<b>01-504020</b>
International Medical Corps, Mental Health Care: Tyre Saida	78-869519 /76-530088 81-748379

### **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.**

## HOSPITALS IN THE SOUTH

Hospitals			
Area	Hospitals	Address	Phone
<b>Saida</b>	Saida Governmental Hospital	Ain el Helweh, Saida	07-721606 07-722130
	Raii Hospital	Maghdoushe Road	07-222023 07-222024 07-222025
	Kassab Hospital	Alhilaleye, Saida	07-723700 07-723900
	Health Medical Center(Ossayran)	Maarouf Saad Highway	07-726078 07-726079
<b>Tyre</b>	Lebanese Italian Hospital	Tyre – Al Hosh	07-344423
	Hiram Hospital –Tyre	Jal el Baher	07-343700 07-343710
<b>El Nabatiyeh</b>	Nabatiyeh Governmental Hospital	Kfar Joz Area, Main Road	07-766888

Hospitals			
Area	Hospitals	Address	Phone
<b>Bent Jbeil</b>	Tebnine Governmental Hospital	Tebnine, Main Road	07-326399
	Hayaa Sohiya Islamiya, Salah Ghandour Hospital	Bent Jbeil, Main Road	07-450100
<b>Marjaayoun</b>	Marjeyoun Governmental Hospital	Jdeidet Marjeyoun	07-٨٣1033
<b>Jezzine</b>	Jezzine Governmental Hospital	Jezzine, Hay Al Bayader	07-780406 07-780706
<b>Hasbaya</b>	Hasbaya Governmental Hospital	Hasbaya, Main Road	07-550159
<b>CARDIAC CASES ONLY</b>	Hammoud Hospital	Saida	07-723111

## 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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من الشعب الياباني  
From the People of Japan

UKaid  
من الشعب البريطاني