



Guide to UNHCR Supported Health Care Services in Jordan

The Public Health Unit at UNHCR aims to ensure that all refugees receive primary and secondary health care services at Government Health Centres and hospitals as well as through UNHCR supported clinics. Tertiary health care can only be provided through the Exceptional Care Committee (ECC) (with prior approvals for emergency cases).

UNHCR supports health care services including mental health services to unregistered refugees through its partners, namely Caritas, Jordan Health Aid Society (JHAS) and International Medical Corps (IMC).

Some refugees can access government health facilities based on their nationality and registration status.

A. Provision of primary and secondary health care

1. UNHCR Partner Clinics

Caritas clinic (Available to all nationalities registered or awaiting registration with UNHCR)

a) Al Hashimi Centre

Address: Prince Rashid Bin Al-Hassan Street, Al Hashimi Al Shamali Area, Amman, Tel: 06 -4918601/06-4920951

Working hours: 8 am - 4 pm [Saturday, Monday – Thursday]

Appointments: Necessary for adult chronic conditions, non-emergency treatments and follow-ups. Not necessary for children under 14 year of age, acute conditions, chronic disease complications (Asthma, heart disease, epileptic seizure, etc.) and other emergencies.

JHAS Clinics (Available to all nationalities registered or awaiting registration with UNHCR)

b) JHAS Al Madina (Downtown)

Address: Downtown, next to Jordan Bank (Mahatta branch) building,
Tel: 06-4651772

Working hours: 8 am to 4pm / Saturday – Thursday

Appointment: Not necessary, but may be required for a specialist consultation

c) JHAS Al Mafraq Clinic

Address: Doctor Moh'd Tayyel Al Shawaqfeh Street, Qasbet Al Mafraq - Nu'aيمي Circle - Main Street / opposite to the Comprehensive Public Health Centre,
Tel: 02-6232329

Working hours: 8 am to 4 pm / Saturday - Thursday

Appointment: Not necessary, but may be required for a specialist consultation

d) JHAS Al Ramtha Clinic

Address: Banks Street - Woman's Union Building, Al Ramtha,
Tel: 02-7380150

Working hours: 8 am to 4 pm / Saturday - Thursday

Appointment: Not necessary, but may be required for a specialist consultation

e) JHAS Irbid Clinic

Address: Feras Al Ajlouni Street – west of Al Qubba circle,

Tel: 02-7258510

Open hours: 8 am to 4 pm / Saturday - Thursday

Appointment: Not necessary, but may be required for a specialist consultation

f) JHAS Mobile Medical Unit

Covering southern areas for primary health services and referrals, working from 08 am to 4pm / Saturday to Thursday (Table 1).

Table 1: Schedule of JHAS Mobile Medical Units

DAY	LOCATION	NOTE	Contact
Saturday	Madaba	Home visit	0775006028
Sunday	Ma'an	JHAS centre	0775006028
Monday	Ma'an	JHAS centre	0775006028
Tuesday	Zarqa	Zarqa clinic	0775006028
Wednesday	Al-Karak	Home visit	0775006028
Thursday	Office Work	Amman H.Q	0775006028

Cost sharing

In order to align with the fees structure in the governmental public health system, UNHCR, in consultation with partners, has revised the user fees as of 1st of January 2011 as per the table 2 below. These fees apply in JHAS Madina clinic and Caritas Hashimi clinic.

Table 2: Cost sharing contributions at JHAS Madina Clinic and Caritas Hashimi clinic

Services	Contribution amount	Validity
Consultation (GP, Specialist or dentist)	2 JD per consultation Extra fees may apply for certain dental procedures	7 days
Medication (local generic only)	20% of total cost	7 days
Lab investigation	1 JD if the cost of investigation is less than 10 JD 10% of cost if investigation cost is more than 10 JD	7 days
Radiological studies	2 JD if the cost of image is less than 20 JD 15% of cost if image cost is between 20 and 100 JD 20 % of cost if image cost is more than 100 JD	7 days

2. Governmental Health Centres

• Iraqis

Primary public health care services are available to all Iraqis as per the non-insured Jordanian rates (see Table 3) in government primary and comprehensive health centres only. Hospital services are NOT covered for Iraqis and they will be required to pay the foreigner rates. UNHCR will support secondary and tertiary hospital services for Iraqis if they are referred through JHAS or Caritas and the referral meets UNHCR's referral criteria.

Standard steps to follow in order to benefit from the governmental public services

1. Locate the nearest governmental primary or comprehensive public health centre to your place of residence
2. Register yourself at the governmental primary or comprehensive public health centre, passport (original) is necessary for registration
3. Receive the white card upon registration
4. Ask for the needed health service and then wait to be attended (waiting time depends on the congestion status of the clinic; if you go to see a doctor during a rush hour, you will wait for a while. The same applies for nationals of the country).

Table 3: Governmental Primary Health Service Price list

Items	Unit price (JD)	Remarks
White card	Free	Free of charge
Child Health (Vaccination)	Free	Birth certificate is required
Antenatal and postnatal care	Free	Free of charge
Consultation (GP)	0.40	
Consultation (Specialist)	1.65	
Dentist	1.10	
Medical Procedures	100 % of the cost	Already highly subsidised
Prescriptions	100 % of the cost	Already highly subsidised
Emergency consultation	1.65	

• Syrians

Primary, secondary and some tertiary health care services are available to all registered Syrians free of charge at Public Health Centres and Governmental Hospitals (referral from public health centres is necessary except for emergencies).

Patient must present his/her valid UNHCR registration certificate in order to receive services free of charge.

Note that if the UNHCR registration certificate is expired, then the refugee will have to pay for the service provided at the foreigner's rate.

• Other Nationalities

Primary and secondary health care services are available to all other registered nationalities at UNHCR's partner clinics.

Details regarding tertiary health care are found below.

B. Emergency Health Care

Call **911** for Civil Defence ambulance. If the patient or someone on behalf of the patient reports to Caritas or JHAS within a maximum period of 48 hours, the treatment cost for stabilization could be covered by UNHCR. Patients may prefer treatment at other private hospitals, but charges will be at their own expense and **UNHCR will not be responsible for the cost.**

UNHCR assists emergency care cases (registered or with registration/renewal appointments) at the following hospitals:

- **For Iraqis and other nationalities:**
 - All Governmental Hospitals all over Jordan
 - UNHCR Affiliated hospitals in Amman:
 - Italian Hospital
 - Luzmila Hospital (N.B. Except obstetric care)
 - Jordan University Hospital
- **Syrians:**
 - All governmental hospitals all over Jordan

C. Pregnancy and Delivery Services

The delivery cost could be covered by UNHCR if the patient (registered or with registration/renewal appointment) is referred to a governmental or affiliated hospital through JHAS or Caritas before the expected date of delivery. Delivery care is offered at all governmental hospitals.

Furthermore, antenatal services and reproductive health services are provided at Governmental primary and comprehensive public health care centres.

D. Mental Health Services

Mental health services are provided in all JHAS clinics listed above. These services are provided through the International Medical Corps (IMC).

E. Tertiary Health Care (for Recognized Refugees: Iraqis and other nationalities)

Treatment for costly tertiary care requires pre approval from UNHCR's Exceptional Care Committee (ECC) which is held monthly

Decision Criteria: the committee takes into consideration the following criteria for deciding on ECC cases

- Necessity and adequacy of the suggested treatment
- Necessity of assistance (financial vulnerability)
- Feasibility of the treatment plan
- Prognosis
- Cost
- Eligibility

The following treatments are generally **not** approved by UNHCR's ECC:

- High cost treatment when less costly alternative treatment is equally effective and available
- Experimental, non-evidence based treatment

- Organ transplant (e.g. kidney, bone marrow, liver, etc.)
- Assisted reproduction e.g. in vitro fertilization
- Cosmetic treatment/surgery
- High cost complex treatment of chronic conditions not available to the average Jordanian
- Elective procedures
- Thalassemia / Multiple sclerosis treatment

N.B. Please note that the committee reserves the right not to approve a case and reasons will remain confidential.

For further information please contact:

<p>Douaa Rafe (+962) 79 - 530 88 01 Senior Public Health Assistant rafe@unhcr.org</p>	<p>Rana Tannous Assistant Public Health Officer (+962) 79 - 943 66 53 tannous@unhcr.org</p>	<p>Ibraheem Abusiam Assistant Public Health Officer (+962) 79 - 542 79 93 abusiam@unhcr.org</p>
---	--	--