

Fast track registration for medical reasons SOPs

Purpose

Due to high influx rate of Syrian refugees inside Jordan with high prevalence rate of medical cases who are in need for chronic treatment and high cost treatment which is not provided by UNHCR supported services and as the government of Jordan has decided to let Syrians hold valid UNHCR registration to access all public health services free of charge; Health unit and registration unit have decided to develop this SOPs to fast track registration of those cases who need medical care by giving them a priority to be registered to gain free access to governmental health facilities as alternative solution since those services are not provided by UNHCR and its implementing partners.

Referral Criteria:

Following table include all medical cases that have a priority to be registered with UNHCR.

Table 1. List of diseases and medical conditions that require urgent registration

Category	Examples
Cancer	All cancer cases that need treatment
Haematology	Thalassemia (treatment + blood transfusion)
Nephrology	Renal Failure / dialysis
Neurology	MS (multiple sclerosis)
Infectious diseases	Hepatitis, Liver Cirrhosis
Hormonal	growth hormone deficiency,
Surgical cases	Cases require urgent medical surgeries- To discuss individual cases with Health Unit
Delivery cases	In the Third Trimester- from 7 th -9 th month after consulting the Gynaecologist in JHAS
Metabolic disorders	Insulin dependent-Diabetes Mellitus
Respiratory disorders	Chronic Obstructive Pulmonary Disease
Emergency admission cases	Emergency admission in Gov. hospitals provided that UNHCR or one of the health implementing partners was informed about it within 48 hours.
Other	To be discussed with Health Unit

- In case of uncertainty about urgency and/or classification of the case (if a case is not listed above), Health Unit should be contacted to verify the case.
- All referrals for cases with the aforementioned medical conditions need to be reviewed by Health Unit, which in turn will refer them for urgent registration

The following cases should not be referred for urgent registration

- Mental and psychological disorders and epilepsy : Please refer such cases to IMC
- Physical disabilities: Please refer such cases to Handicap International or NHF
- Congenital deformities, except cardiac or vital organs deformities: are not urgent cases
- Disc cases (back vertebral pain): are not urgent cases
- Chronic cases like: non- Insulin dependent diabetes, hypertension, asthma, chronic cardiac diseases: patients can receive their medications through JHAS clinics
- Autism: Please refer such cases to Community Service unit/UNHCR
- TB : Please refer such cases to health unit

Referral sources:

Health unit is the responsible unit to receive referral and filter them based on technical analysis of urgency.

Health Unit regularly receives referrals from the following:

- 1- implementing partners clinics
- 2- UNHCR other Units (CS, Field ...etc.)
- 3- Operational partners and other agencies.

Health Unit Responsibilities:

When Health unit receives referrals from different parties, health unit will do the following:

1. Summarize cases in excel sheet with full information on daily bases or when needed.
2. categorize cases based on technical analysis to identify urgency of need for registration, this will include 3 categories:
 - a- Top urgent: should be registered ASAP or max within 48 hrs
 - b- Urgent registration: should be registered within 2-4 days
 - c- Sub urgent: should be registered within 5-10 days
3. Arrange with registration and field unit in case of in patient registration is needed.

4. Communicate lists with registration unit or field unit based on time frame identified below.
5. Make sure proper feedback is well received from concerned units.
6. feedback the partners on cases that hasn't been selected for urgent registration referral

Registration Unit responsibilities:

Registration unit will receive full information excel sheet from health unit include the following information:

- 1- PA name
- 2- Brief description
- 3- Address
- 4- Phone number
- 5- Time frame for registration
- 6- Incase of renewal; UNHCR No. should be provided

Registration unit focal point in Amman and Irbid office will follow up case registration process through out the procedure until he get back to health unit with feed back on provided appointment date.

The following table shows the registration procedure for each category including field registration:

Category	Frequenc y	Case load	Case appointment	Health unit focal point	focal point
Top urgent	Daily	2-5	Immediately (next day)	Ashraf Backup: Doua'a	<u>Amman:</u> To: Neveen, Naseem, Ahmed Habashneh. CC: Itemad
					<u>Irbid:</u> To: Hussam Hatter, Ihab Nemri. CC: Tamador, Naseer
Urgent	Other day	3-5	2-4 days	Ashraf Backup: Doua'a	<u>Amman:</u> To: Neveen, Naseem, Ahmed Habashneh. CC: Itemad
					<u>Irbid:</u> To: Hussam Hatter, Ihab Nemri. CC: Tamador, Naseer
Sub urgent	Weekly	2-3	5-10 days	Ashraf Backup: Doua'a	<u>Amman:</u> To: Neveen, Naseem, Ahmed Habashneh. CC: Itemad

					<u>Irbid:</u> To: Hussam Hatter, Ihab Nemri. CC: Tamador, Naseer
Field registration	When needed	1	Immediate	Ashraf Backup: Doua'a	Amman+Zarqa+Madaba+Salt to Khaled Shafaqog, CC: Itemad
					All other governorates to Huda Shabsough CC: Malek AL Harbishi

Renewal

In case of renewal all cases start with 199 or 474 should be referred to Amman registration office while cases start with 165 should be referred to Irbid office for renewal.