

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

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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 will charge you more for your treatment.**

In a medical **emergency**, call the Hotline of MediVisa Lebanon on 01-811310 (Monday to Friday 8am to 5pm) or South on 71-543345 (only after working hours and during weekends).

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 an unregistered Syrian refugee/awaiting registration?

Unregistered Syrian refugees and those awaiting registration have access to some services and assistance, namely: vaccinations for children, care for newborn babies and first visit for pregnant women, child and maternal acute illnesses and communicable diseases.

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 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	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	Subsidized. Please refer to the PHC 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 MediVisa Lebanon which is UNHCR'S partners for the South 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 MediVisa Lebanon from the hospital, otherwise we cannot assist you financially with your medical bills.

MediVisa Lebanon: 01-811310 (Monday to Friday 8am to 5pm) or South: 71-543345 (only after working hours and during weekends).



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 MediVisa Lebanon 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")**

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.

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 PHCc 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 haemodialysis (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 PHC 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.

Area	Centre	Address	Phone
Saida	TB Center Saida	Al Barbir Building, Nejmeh square, 3 rd Floor	07-724854
Tyr	Tyr Governmental Hospital	Sour	07-740293

El Nabatiyeh	TB Center Nabatiyeh	Caza Doctors Building, above Red Cross	03-370175
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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:

Voluntary Counselling and testing for HIV	
MOSA Social Development Centre	Tyr, Telephone: 70-904535
MOSA Social Development Centre	Nabatiyeh, Telephone: 70-761997
MOSA Social Development Centre	Nakoura Telephone: 07-460109
MOSA Social Development Centre	Ansar Telephone: 07-501300

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.

Hospitals that treat Leishmaniasis in the South

Area	Hospital/Doctor	Phone	Treating Hours
Nabatieh	Nabatieh Governmental Hospital Dr. Ali Abu Zeid	07-766999 07-766888	Wednesday 13.00-15.00
Saida	Saida Governmental Hospital Dr Hussein Nassar	07-722130 07-754096/7/8	Friday 10.00 – 12.00

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 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	✓		✓		07343108	8 am - 2 pm (Mon-Sat)
AMEL Primary Health Care center Bazourieh, Tyre	✓				07375135	8 am – 1 pm
AMEL Health Center Khiam, Marjaayoun	✓				07840052	8 am – 1 pm
Islamic Health Care Society Clinic, Nabatiyeh (IMC)	✓				07-764529	Mon-Sat 8am-4pm
Islamic Health Care Society Clinic, Sedeken (Tyre) (IMC)	✓				71237658	Mon-Sat 8am – 3pm

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		
MSF-B Marjaayoun (in MoSA Centre)	✓		✓		03773516	9 am - 4 pm (Friday)
MSF-B Chebaa (in MoSA Centre)	✓		✓		03773516	9 am-1 pm (Wed) 9 am- 1 pm (Thursday)
MSF-B Qliaa- Marjayoun (in MoSA Centre, Qliaa)	✓		✓		03773516	9 am - 4 pm (Monday)
Islamic Health Care Society Clinic, Nabatiyeh (IMC)	✓				07-764529	Mon-Sat 8am-4pm
Islamic Health Care Society Clinic, Sedeken (Tyre) (IMC)	✓				71237658	Mon-Sat 8am – 3pm

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		
Alkayan, Almsayleh (IOM)					07-506777 07-506655 03-347999	Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm
Alkayan, El Nabatiyeh (IOM)					07-769910	Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm
Alkayan, Tyre (IOM)					07347546	Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm
Serepta Clinic – Sarafand (PU-AMI)					07-433123	Mon –Thurs 8 am- 3.00pm Friday 8 am - 11 am Saturday 8 am- 12.00pm

SOCIAL SUPPORT CONTACT NUMBERS

UNHCR Partners if you need Social Support	
SHEILD (Tyre, Nabatieh, Bent Jbeil, Marjaayoun, Hasbaya)	76-841231
CARITAS (Saida and Jezzine)	03-559107

CONTACT NUMBERS AND HOTLINES OF PARTNERS

For medical emergency in South Lebanon, call the MediVisa Lebanon Hotline MediVisa Lebanon: 01-811310 (Monday to Friday 8am to 5pm) or South: 71-543345 (only after working hours and during weekends). There are other hotlines available as indicated below.



Area	Partner	Hotline
South	MediVisa Lebanon for hospitalization	01-811310
	International Medical Corps, Mental Health Care, Tyre	71/068598

HOSPITALS IN THE SOUTH

Hospitals			
Area	Hospitals	Address	Phone
Saida	Saida Governmental Hospital	Ain el Helweh, Saida	07-721606 07-722130
	Dalla'a General Hospital	Dalla'a Street Saida	07-723244 07-723400
	Raii Hospital	Maghdoushe Road	07-222023 07-222024 07-222025
	Aladdine Hospital	Sarfand, Main Road	07-443200 07-443201 07-443202
	Kassab Hospital	Alhilaleye, Saida	07-723700 07-723900 07-731540
	Health Medical	Maarouf	07-

	Center	Saad Highway	726078 07- 726079
	South Hospital Cheiab	Sahet Al Nejmeh, Saida	07- 722555 07- 722900
	Kharoubi Hospital	Sarafand Saida	07- 442224
Tyre	Lebanese Italian Hospital	Tyre – Al Housh	07- 344423
	Hiram Hospital	Tyre, Jal el Baher	07- 343700 07- 343710 07- 343715
El Nabatiyeh	Nabatiyeh Governmental Hospital	Kfar Joz Area, Main Road	07- 766888
	Ghandour Hospital	Nabatiyeh Fawka	07- 761590 07- 762542
	Al Hikmeh Hospital	Nabatiyeh Tahta	07- 761776
	Tebnine	Tebnine,	07-

Bent Jbeil	Governmental Hospital	Main Road	326399
	Hayaa Sohiya Islamiya, Salah Ghandour Hospital	Bent Jbeil, Main Road	07-450100
Marjaayoun	Marjeyoun Governmental Hospital	Jdeidet Marjeyoun	07-831033
Jezzine	Jezzine Governmental Hospital	Jezzine, Hay Al Bayader	07-780406 07-780706
Hasbaya	Hasbaya Governmental Hospital	Hasbaya, Main Road	07-550159
CARDIO CASES ONLY	Hammoud Hospital	Saida	07-723111

QUICK STEPS TO ACCESSING MEDICAL TREATMENT IN LEBANON



STEP 1

Get registered!

STEP 2

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



STEP 3

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

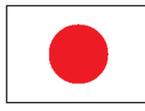


In a life-threatening emergency you can go straight to a Hospital but remember to contact **MediVisa Lebanon: 01-811310 (Monday to Friday 8am to 5pm) or South: 71-543345 (only after working hours and during weekends).**

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Humanitarian Aid
and Civil Protection



من الشعب الياباني
From the People of Japan



الكويت تستجيب
Kuwait Responds



spanish aid