

HEALTH SERVICES FOR SYRIAN REFUGEES IN BEKAA

***What to do if you
need to see a doctor
or go to hospital
and what you have
to pay***



*The information contained in this brochure has been updated in
March 2015*

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 your area:

MediVisa Lebanon 01-811310 Monday to Friday 8am to 5pm.

or 70-198689 in Bekaa 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	Subsidised. 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. Other refugees will pay 100% of the cost of Laboratory and diagnostic tests.</p>

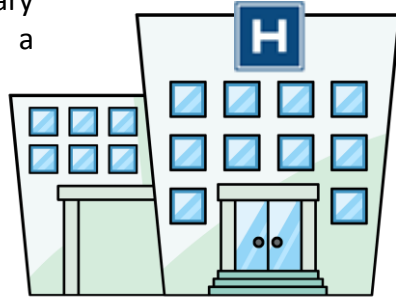
IF YOU NEED TO GO TO HOSPITAL

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 partner for in Lebanon.

To obtain this approval you can go directly to the MediVisa office located: In Bekaa, Bekaa Hospital.



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 **70-198689** in Bekaa 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")

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 two postnatal consultations.

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.**

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.



Pregnant Card

**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?

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.

Various community support services are available. Go to your nearest PHC or dispensary for a consultation and for more information.

Rehabilitation Institutions for persons with specific needs		
Area	Centre Name	Contact Number
Baalbek , El Hermel, Rachaya, West Bekaa, Zahle	Handicap International	76 101563

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 BEKAA

Area	Centre	Address	Phone	Opening hours
Hermel	Hermel Old Hospital	President Sabri Hamadeh Street First floor	Kasser Hamadeh 03724494 Dr Hani Abdel Sater 03857718	Call in advance
Zahle	Zahleh Central Dispensary	GSO Building facing Zahleh Gov Hospital	08-821511	8.00 - 13.00 Mon-Fri

HIV

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

If you require treatment, you must first contact UNHCR **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 in Bekaa. 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:

Centre	Phone
MOSA Social Development Centre Qab Elias	08-501 334
Qab Elias PHC	08-500688
Hariri PHC Taanayel	08-513320

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/ Health centers that treat Leishmaniasis			
Area	Hospital/Doctor	Telephone	Treating Hours
Baalbak	Baalbak Governmental Hospital Dr. Jamal Othman	08-370470	Monday (12 - 2:00 pm)
Hermel	Hermel Governmental Hospital Dr. Farid El Lakkis	08-225312	Saturday (12 - 2:00 pm)
Zahleh	Zahleh Governmental Hospital Elias Hrawi Dr. Souleiman El Mais	08-825601	Tues /Sat (9 -11am)
Arsal	Amel PHC	08-240413	Wednesday (1pm-3 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 DISPENSARIES IN BEKAA

PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Rafic Hariri (RH) PHC, Raas El Sarej Street, Aarsal, Bekaa(IMC)	✓			✓	08-241231	8 am - 4 pm (Mon - Sat)
Rafic Hariri PHC centre, Soleh street next to Makassed Mosque, Baalbek(IMC)	✓			✓	08-377731	8 am - 4 pm (Mon - Sat)
Rafic Hariri PHC, main street facing supermarket Zrein, Taanayel, Zahle(IMC)	✓		✓	✓	08-513320	8 am - 4 pm (Mon - Sat)
Terbol PHC, Near Municipality Building (IMC)	✓			✓	08- 955688	8 am - 2 pm (Mon - Sat)
El Farouk PHC, Saadnayel (IMC)	✓			✓	08-505322	8 am - 5 pm (Mon - Sat)
MOSA center Baalbek, Ras el Ein street, Zgheib building next to Fransabank(IMC)	✓		✓		08-370891	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
Al Quasser , PHC IHS (Islamic Health Care Society) Clinic, Primary Healthcare(IMC)	✓				03 537129	8 am - 3 pm (all days) ER: 24 hours/7 days
Laboue PHC MOPH, 250 meter from the principal road from the junction, Laboue, Aarsal, Baalbek (IMC)	✓		✓	✓	71-738938, 03-837383,	8 am - 2 pm (Mon-Fri)
IHS (Islamic Health Care Society) Clinic, PHC, Ali el Nahri (IMC)	✓				03-930667	8 am - 3 pm All week except Friday

PHCc AND DISPENSARIES IN BEKAA						
PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
IHS (Islamic Health Care Society) Clinic, PHC, Shmestar (IMC)	✓			✓	03-565171	8 am - 3 pm (all days)
MOSA center, Rachaya, near public school (I MC)	✓	✓		✓	08-591106	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
Kherbet Rouhal -RHF clinic (Rafic Heriri PHC) (IMC)	✓	✓		✓	08-564321	Monday-Friday 8am-2pm Saturday 8am-1pm
Qaraoun -RHF clinic (Rafic Heriri PHC) (IMC)	✓	✓		✓	08-630440	Monday-Friday 8am-2pm Saturday 8am-1pm
Ghaza PHC, MOPH (IOM)	✓				08640638	8:30am-4:30pm (Mon-Sat)
Talabaya PHC (IOM)	✓				08505563	8 am – 4 pm (all days)
El Ouag PHC, next to Saint Elias Church, El Hermel (MDM)	✓			✓	03-703193	9 am – 3 pm (Mon - Sat)
MSF, Ed Daoura, El Hermel at "Meeting Association for Human and Dev.Center"	✓				08-375036	8:30 am - 5pm (Mon, Tues & Wed)
Beyond Mobile Clinic (Arsal)	✓				70 129947	Monday-Sunday 9:00-14:00

PHCc AND DISPENSARIES IN BEKAA						
PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
MSF - Irchad clinic, Arsaal, Baalbek	✓				08-375036	8:30am - 5 pm (Mon - Fri)
MSF clinic in Baalbeck (Chikan neighbourhood)	✓				08-375036	8:30am - 5 pm (Mon - Thur)
MSF clinic in Majdel Anjar at Al Hudod Sport Club, Bekaa	✓				08-375036	8.30am - 5 pm (Mon - Fri)
El Ain PHC, El Ain- Principal Road, Baalbek, near Abou Nour Foundation (AMEL/MDM)	✓				08-325141	8 am - 2 pm (Mon - Sat)
Aarsal PHC, Principal Road, Baalbek, near Montaha Pharmacy (AMEL)	✓	✓	✓	✓	08-240413	8 am – 2 pm (Mon - Sat)
Kamed el Loz PHCC, West Bekaa, near Fares Galery (AMEL/MDM)	✓	✓	✓		03-814903	8 am – 2 pm (Mon - Sat)
Machgara PHC, Principal road, West Bekaa (AMEL)	✓				08-651703	8 am – 2 pm (Mon - Sat)
Shmestar PHC, Public square near the mosque (Amel)	✓				08-330138	8 am – 2 pm (Mon - Sat)
Qabb Elias PHC Center, Zahle (MDM)	✓				08-500688	8:30 am - 5 pm (Mon - Sat)
MOSA center Zahle, Hawch El Omara Near Lebanese University- faculty of literature (Medair)	✓	✓		✓	08-815100 08-815101 08-815102	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
IMC mobile clinic (Hermel, Labwe, Al Ayn)	✓				03070481	Mon-Fri 9am-1pm

PHCc AND DISPENSARIES IN BEKAA						
PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
AMEL mobile clinic in West Bekaa (Qaraoun, Sohmor, Baaloul, , , El Katrani, Yohmor, El Ahmadiéh, Keliya)	✓				08-651703	Mon-Friday 8am-12pm
Amel mobile clinic in West Bekaa and Rachaya (Khirbit Kanafar, Kefraya, Manara, Mdoukha, Khirbit Rouha, El Sawiri, Dahr el Ahmar, Kfardinis, Rafid, Soultan Yaakoub, Loucy. Mansoura)	✓	✓			03-814903	Mon-Friday 8am-2pm
Caritas Liban MMU, -Taalabaya -Zahle (Evangelical Church) -Deir Ahmar -Zahle (caritas migrant) -Anjar -Joub bjanin	✓				76-321144	9am-1pm Monday -Friday
CLMC PHC, Hawch El Omara- Zahle- Clinic Dr Joseph Hrawi before- Near Saint Elias Church	✓	✓		✓	08-806291	Monday till Friday: 8am- 2pm
Humedica, Zahle, Faïda (Saadnayel),, Terbol, Dalhamiye, Qabb Elias Jdita- Kfar Zabad- Hawch Qayssar- Ali Nahri)	✓				78-953755	First round: 9am-12pm Second round: 1pm-4pm
LRC MMU (Hawch el Rafqua - Bouday . Bednayel, Saaydiya, laât tal safya)	✓	✓			70 523971	Monday- Friday 8am-2pm
IOM mobile clinic (Houch el Harime, Khiara, , El Marj, Rawda)	✓				76777431	09am-01pm

SOCIAL SUPPORT

UNHCR Partners if you need Social Support

Caritas Liban Migrant Centre(food-NFI-information on shelters)	03 537371
Danish Refugee Council (Food-NFI-social assessments- information on shelters-people with specific needs)	78 873017

HOSPITALS IN BEKAA

Hospitals	Address	Phone number
Al Mortada Hospital	Baalbeck-Douris	08-377880
Al Rayan Hospital	Main road, Charaouneh area-Baalbeck	08-374182
Batoul Hospital	Hermel	08-201310
Bekaa Hospital	Taalabaya	08-543150
Chtaura Hospital	Chtaura	08-544022
Dar EL Amal Hospital (cardiology)	Baalbeck	08-371901
Doctors Hospital	El Manara	08-563101
Hamed Farhat Hospital	Jeb Jennine	08-660101 03-959279
Hermel Gov.Hospital	Hermel	08-225312
Ibn Sina Hospital	Baalbeck - Tal Abiad	08-371811
Khoury General hospital (cardiology)	Zahleh	08-807000
Rachaya Gov. Hospital	Rachaya- El Aakabeh	08-591503/4
Rayak Hospital	Rayak	08-901300 /1/2/3/4/5

Tamnine General Hospital	Tamnine El Tahta	08-912444
Tatari Hospital	Baalbeck	08-371903, 08-370799
Western Bekaa Hospital	Sohmor	08/635741/2/3
Zahle Gov. Hospital	Zahleh	08-825601

CONTACT NUMBERS AND HOTLINES OF PARTNERS

For medical emergency, call the MediVisa Lebanon Hotline **01-811310** (Monday to Friday 8am to 5pm) or **70-198689** in Bekaa after working hours and during weekends. There are other hotlines available as indicated below.

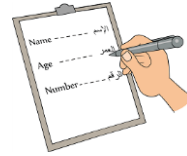


Area	Partner	Hotline
Bekaa	MediVisa Lebanon for hospitalization	01-811310
	International Medical Corps (for Primary and mental health care)	08541940
	Restart Center for mental health care	76-708083

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 on 01-811310 (Monday to Friday 8am to 5pm) or 70-198689 in Bekaa after working hours and during weekends

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Humanitarian Aid
and Civil Protection



من الشعب الياباني
From the People of Japan



spanish aid



الكويت تستجيب
Kuwait Responds