

## HEALTH SERVICES FOR SYRIAN REFUGEES IN NORTH LEBANON

Please ask for the list of Health centers and hospital with this brochure

***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  
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For more information: [www.refugees-lebanon.org](http://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 may charge you more for your treatment.

In a medical **emergency**, call **MediVisa Lebanon 05-458558** (Monday to Friday 8am to 5pm and Saturday 8am to 1pm) or for North **03-011481/79-199116** (only after working hours, Sundays and public holidays). 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 a Syrian not registered with UNHCR?**

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 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. Please ask for the list of PHCc or dispensaries.

## 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.

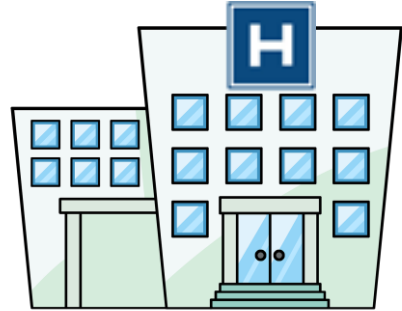
Service	What you pay
Vaccines	<b>Free</b> at all PHC centers and dispensaries
Consultation	3,000 – 5,000 LBP
Acute medications	Free
Chronic medications (diabetes, cardiac conditions, hypertension, asthma, epilepsy, etc.)	1,000 LBP per visit (handling fee)
Family planning (Insertion of IUD, pills, condoms)	Free
2 ultrasounds for pregnant women	Free
Dental care	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"> <li>▪ For children under 5 years</li> <li>▪ Persons over 60</li> <li>▪ Persons with disabilities</li> <li>▪ Pregnant women</li> </ul> <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 North 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 05-458558  
Monday to Friday 8am to 5pm or  
For North 03-011481/79-199116 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 which is not approved by MediVisa, 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 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.

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.

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







### **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 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.

Rehabilitation Institutions for persons with specific needs	
Handicap International	76-426 676
Handicap Forum – Tripoli Mina next to Evento restaurant	03-654199 (on Mondays)
Arc En Ciel (Free services)	Mr. Nidal Khoury Tel: 06-693030 (Technical and mobility aids; physiotherapy sessions)

## 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 the North			
Centre	Address	Phone	Opening hours
Tripoli: Lutte contre la tuberculose	Zahrieh facing Sir Dennieh Garage, first floor	06-424255	Mon-Saturday 8.00 – 10.00am
Please call before for appointment			

## 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 Office closest to you. You are not required to disclose information in order to seek an appointment.

**All cases are treated with the strictest 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	
Centre	Phone
Al Iman PHC, El Mina, Al Masaken El Chaabiya, near Ali Ben Taleb mosque, Tripoli (IMC)	06-211770

**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 have to contribute only LBP 3,000.

Hospitals that treat Leishmaniasis			
Area	Hospital/Doctor	Contact Numbers	Treating Hours
Halba	Halba Governmental hospital	06-693944	Sat 1.00-2.00pm

The treatment for leishmaniasis is also available for free at Tripoli 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 Vitamine A are available **for free** at all UNHCR Reception Centers. 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 THE NORTH

Please ask for the list of Health centers in the North

## HOSPITALS IN THE NORTH

Please ask for the list of Hospitals in the North

## CONTACT NUMBERS AND HOTLINES OF PARTNERS

For medical emergency in the North, call the **MediVisa Lebanon** on **01-811310/315/316/317 Monday to Friday 8 am to 5 pm** or for North **03-011481/79-199116 only after working hours and during weekends**. There are other hotlines available as indicated below.



Area	Partner	Hotline
North	MediVisa Lebanon for hospitalization	<b>05- 458558</b> during working hours
		03-011481/ 79-199116 after working hours and weekends

## CONTACT NUMBERS FOR SOCIAL SUPPORT

### UNHCR Partners if you need Social Support

Centre	Person in charge	Phone number	Address
MOSA (Tripoli)	Zeina Naboulsi	06-435020	Tripoli – NejmeH Square
Islamic Coalition	Abou Firas	70-107119	Tripoli
Women Charity League	Saadiya Abdul Aziz Ghneim	06-691268	Akkar- Halba- facing Byblos Bank.

## 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 MediVisa Lebanon.

**In a life-threatening emergency you can go straight to a Hospital but remember to contact MediVisa Lebanon on 05-458558 (Monday to Friday 8am to 5pm and Saturdays 8am to 1pm) or for North 03-011481/ 79-199116 (only after working hours, on Sundays and on public holidays).**

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من الشعب الياباني  
From the People of Japan



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