

## HEALTH SERVICES FOR SYRIAN REFUGEES IN NORTH 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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## 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 (**GlobeMed Lebanon 01-518111**). 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	<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	Subsidised. Please refer to the PHC or dispensary for the exact costs.
Laboratory and diagnostic tests	15% of the cost for <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> 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.

## 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 GlobeMed 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 GlobeMed Lebanon from the hospital, otherwise we cannot assist you financially with your medical bills.**

**GlobeMed Lebanon Hotline:  
01-518111**

**Then Press 4 for if you live in North**



## 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 IMC 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 two postnatal consultations.

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.

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.

## 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 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	Tripoli 71838905 Akkar 71-085870
Handicap Forum – Tripoli Mina next to Evento restaurant	03-613533
World Rehabilitation Fund	Mr. Ahmad Hammoud: 03-621439 (Prosthetic and Orthotic devices, eye glasses, hearing-aids) From 8am-14.00pm
FPSC/Arc En Ciel (Free services)	Ms. 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

## 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

Centre	Phone
MOSA Social Development Centre Al Mina	06-390567
MOSA Social Development Centre Al Zahrieh	03-495004
MOSA Social Development Centre Tebbaneh	06-226677

## 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
Tripoli	Tripoli Governmental hospital	06-385371	Tues 8:00 - 10:00 Fri 8:00 - 12:00
Halba	Halba Governmental hospital	06-693944	Sat 1.00-3.00

## 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

<b>Age</b>	<b>Vaccine</b>
At birth	Hepatitis B - First dose
2 months	Polio – First dose Pentavalent (diphtheria-pertussis-tetanus-hepatitis B-Hib) – First dose
4 months	Polio – Second dose Pentavalent vaccine (diphtheria-pertussis-tetanus-hepatitis B-Hib) – Second dose
6 months	Polio – Third dose Pentavalent vaccine (diphtheria- tetanus-pertussis-hepatitis B-Hib) – Third dose
9 months	Measles – First dose
12 months	Measles, Mumps and Rubella (MMR) – First dose
18 months	Polio – First booster dose Tetavalent vaccine (diphtheria-tetanus-pertussis-Hib) – First booster dose
4-5 years	Polio – Second booster dose DTP (diphtheria-tetanus-pertussis) – Second booster dose Measles, Mumps and Rubella (MMR) – Second dose
10-12 years	Polio - Third booster dose DT (diphtheria-tetanus) – Third booster dose
16-18 years	Polio – Fourth booster dose DT (diphtheria-tetanus) – Fourth booster dose

## PHCc AND DISPENSARIES IN THE NORTH

PHCc centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
<b>AKKAR</b>						
Makassed PHC, Wadi Khaled, Hiche (International Medical Corps)	✓				06 -870197	9 am – 8 pm (Mon-Sun)
Machha PHC, Machha, Al Jouma Road (International Medical Corps)	✓				06-690676	8 am -4 pm (Mon-Sat)
Halba PHC, Halba Square, Joumeh Road, Massoud center (International Medical Corps)	✓		✓		06695589	8:30 am -2 pm (Mon-Sat)
Al Iman PHC, Bebnin, Main Street (International Medical Corps)	✓		✓		06-471303 06-471709	8 am-10 pm (Mon-Sat) 6 pm - 10 pm (Sun)
Kfartoun – Akroum, inside the municipality (International Medical Corps)	✓				03-435814	8:30 am– 2:00 pm (Mon-Sat)

PHCc centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Talmaayan, inside the old school (International Medical Corps)	✓				70-540418	8:30 am–2:00 pm (Mon-Sat)
Fnaydek PHC, Fnaydek, Schools' Street (International Medical Corps)	✓				06-896311	8:00 am–2:00 pm (Mon-Sat)
MOSA Al Amayer, Wadi Khaled	✓	✓		✓	06-870180	8am - 2pm (Mon-Thu)
MOSA Al Bireh		✓			03-803892	8am-11am (Fri) 8am-12am (Sat)
<b>TRIPOLI- T5</b>						
Nahda PHC, Beddawi (IMC)	✓				06-387755	9am-3pm (Mon-Sat)
Dar El Zahraa Hospital, Abu Samra (MSF)	✓				Clinic: 78-808373 Social Worker: 78-808353	8 am - 5pm (Mon-Fri) 8am-2pm (Sat)
Al Zahraa Clinic, Abou Samra,	✓				Clinic: 78-808393	8am-5pm

PHCc centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Jabal Mohsen (MSF)					Social Worker: 78-808363	(Mon-Fri)
Al Daawa Clinic, Tabbaneh (MSF)	✓				Clinic: 78-808454 Social Worker: 78-808353	8am-5pm (Mon-Fri)
MOSA, El Minieh	✓	✓			06-460242	8 am - 2 pm (Mon-Thurs) 8 am - 11 am (Fri) 8 am-1 pm (Sat)
Restart Center, El Rabih Building, Near Maestro Restaurant, first floor, Damm & Farez Street, Tripoli			✓		06-411451 06-410577	9 am – 5 pm (Mon-Fri)
MOSA Al Minah, Tripoli	✓	✓		✓	06-226677	8 am - 2 pm (Mon-Thurs) 8 am - 11 am (Fri)
Al Iman PHCc (Sir El Denniyeh) (IMC)	✓				06-490149	8am-2pm (Mon - Sat)

PHCc centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Qobbe PHCc (Tripoli-Ibn Sina Street) (IMC)	✓				06-385585	8:00am-5:00 pm (Mon-Sat)
Al Iman PHCc, El Mina, Tripoli (IMC)	✓		✓		06-211770	8am-2pm (Mon-Sat)
Caritas Liban, Dahr el Ain, Koura Wakf of St Joseph Church CLMC	✓				06-415881	8am-2pm (Mon-Fri)
Caritas Liban, Tripoli	✓	✓	✓		06-437357 Hotline: 71-656794	8.30 am-4.30 pm (Mon-Fri)
Al Nahda PHCc, El Minieh (IMC)	✓				03-259975	8am-2pm (Mon - Sat)
Makarem Al Akhlak PHC, Al Tal, near the old Lebanon Water establishment	✓				06-426322	8:00-3:00 (Mon-Thu) 8:30-2:00(Fri-Sat)
Kousba PHC, Kousba square, main street, near Inati	✓				06-511900	8:00-2:00 (Mon-Thu)

PHCc centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Laboratories						8:30-1:30 (Fri-Sat)

### HOSPITALS IN THE NORTH

Hospitals	Address	Phone number
Notre Dame de la Paix Hospital	Akkar, Qobayat	06-351670
Tripoli Governmental Hospital	Kobbe, Tripoli	06-385300
Mazloun Hospital	Maarad, near Al Saray, Tripoli	06-410025
Al Salam Hospital	Behsas, Tripoli	06-411700
Islamic Hospital	Meitein, Tripoli	06-205875
Mounla Hospital (only for cardiac cases)	Tripoli	06-613810
El Kheir Hospital	Minieh, Tripoli	06-461444
Sir El Dinnieh Governmental Hospital	Sir El Dinnieh, Tripoli	06-491811

## CONTACT NUMBERS AND HOTLINES OF PARTNERS

For medical emergency in the North, call the  
 GlobeMed Lebanon Hotline **01-518111 then press 4**.  
 There are other hotlines available as indicated below.



Area	Partner	Hotline
<b>North</b>	GlobeMed Lebanon for hospitalization	01-518111
	International Medical Corps (for mental healthcare)	71-802598
	Restart Center	70-414910

## 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
Mazloum	Abou Firas	70-107119	Tripoli
Women Charity League	Saadiya Abdul Aziz Ghneim.	06-691268	Akkar- Halba- facing Byblos Bank.

# 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 GlobeMed Lebanon.



**In a life-threatening emergency you can go straight to a Hospital but remember to contact GlobeMed Lebanon on**

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Humanitarian Aid and Civil Protection



من الشعب الياباني  
From the People of Japan



spanish aid



الكويت تستجيب  
Kuwait Responds