

## HEALTH SERVICES FOR SYRIAN REFUGEES IN MOUNT LEBANON AND BEIRUT

*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 was updated in March 2015*

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 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 03-261640 if you are in Beirut or 03-416299 if in Mt Lebanon (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 PHC 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.

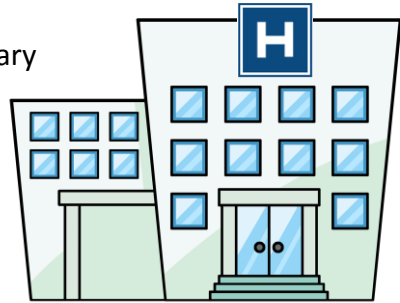
Service	What you pay
Vaccines	<b>Free</b> at all PHC centers and dispensaries
Consultation	3,000 – 5,000 LBP
Acute medications	Free
Chronic medications (diabetes, cardiac conditions, hypertension, asthma, epilepsy, etc.)	1,000 LBP per visit (handling fee)
Family planning (Insertion of IUD, pills, condoms)	Free
2 ultrasounds for pregnant women	Free
Dental care	Subsidised. Please refer to the PHCc 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 partner for Mount Lebanon and Beirut.



To obtain this approval you can go directly to their office which is located at Beirut Rafic Hariri University Governmental 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 03-261640 if you are in Beirut, or 03-416299 if in Mt Lebanon (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 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, 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.**

محافظة  
الممرأة الحامل

وزارة الصحة العامة  
الجمعية الصحية الأولية

معلومات شخصية  
رقم بطاقة الأمم المتحدة

التبصيرة: \_\_\_\_\_  
الاسم الثلاثي: \_\_\_\_\_  
تاريخ الولادة: \_\_\_\_\_  
اسم الزوج: \_\_\_\_\_  
تاريخ الولادة: \_\_\_\_\_  
مكان الولادة: \_\_\_\_\_  
رقم الهاتف: \_\_\_\_\_  
التاريخ الزاوي: \_\_\_\_\_  
عدد: \_\_\_\_\_

عدد الحمل:   
عدد الولادات:  (منها الأولاد)   
عدد الأجنة الأحياء:   
تقرحات خلطية:   
العمل الحالي: \_\_\_\_\_  
تاريخ آخر دورة شهرية: \_\_\_\_\_  
طريقة الوضع المتوقعة:  طبيعية  قيصرية  
دواعي الولادة القيصرية: \_\_\_\_\_  
التاريخ الطبي: \_\_\_\_\_  
سوابق طبية: \_\_\_\_\_  
أدوية مزمنة: \_\_\_\_\_  
سوابق جراحية: \_\_\_\_\_  
حساسية:  كلا  نعم  حدد:

الزيارة الأولى: اسم المركز الصحي

التاريخ	الوزن	الضغط	السكر في البول	فحص العين	فحص الكلى	دم حوضي
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

عدد أسابيع الحمل إزراع الرحم وضع الجنين نضج الجنين سكر الدم الهيموغلوبين HbA1c

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.

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

**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 PHC 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 PHCc 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.

## 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 Mount Lebanon and Beirut

Area	Centre	Address	Phone	Opening hours

Beirut	Quarantina	Quarantina, Beirut	01-443550	8am-13pm
Beirut	Al Manasfi	Zkak Blat	01-377905	8.30
Mount Lebanon	Beit El Din	PHCc Near the presidential palace	05-500048	8.30

## HIV

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	
SIDC Sin El Fil	1st Floor Daou Bldg., Youssef Karam Str., Sin El Fil Tel/Fax: 01-482428, 01-480714 Beirut and Mount Lebanon
Dar El Fatwa	Beirut, Aicha Bakkar. Telephone: 01-785400
Hariri Hospital	Beirut, Jnah. Telephone: 01-830000 (1067)

## 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 3000.

Hospitals that treat Leishmaniasis			
Area	Hospital	Telephone Numbers	Treating Hours
Beirut	Rafic Hariri University Governmental Hospital Beirut	01/830000	Friday 10.00- 12.00
	Dr. Ossayma Dhouny Dr. Pierre Abi Hanna		Tuesday 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

<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 DISPENSARARIES IN MOUNT LEBANON AND BEIRUT

PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Rafic Hariri Health Center Tarik El Jedideh (IMC)	✓				01-855595 01-855596	8 am-8 pm (Mon-Friday) 8 am-14 pm Saturday
MoPH Primary Health care Center Al Mir Majid Irslan Inst.Haret El Kobbe Choueifat near boys MOE school PU AMI (IMC for Mental and Psychosocial Support)	✓			✓	05-431551	8 am-2:30 pm (Mon-Friday)
Dispensary of Association awareness and Charity - Katmaya Downtown PU-AMI	✓			✓	07-971983	8:30 am-2 pm Mon-Thurs and Sat. 8:30 am-11 am Friday
Dispensary Wadi El Zaynee - Rafik Hariri Foundation – Main Road Wadi El Zaynee (IMC)	✓			✓	07-972144	8am- 2pm Mon- Friday  8 am-13 pm Sat.

PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Aramoun clinic - Rafik Hariri Foundation - Dohat Aramoun (IMC)	✓	✓		✓	05-802549	8 am - 4pm Mon-Friday 8.00-13.00 Sat
Makhzoumi Foundation PHC Beirut, Mazraa health Clinic , Zreik street Barbour	✓	✓		✓	01 660890 01 660891 01 660892 01 660894	7.00am - 16.30pm Mon-Friday 8.00-13.00 Sat.
Makhzoumi Foundation, Achrafieh, karm el Zeitoun, Al Ghab Street, Marwan Charbel bldg.	✓	✓		✓	01 218979	7.30am - 15.00pm Mon-Friday 8.00-13.00 Sat.
Maternal childhood center, Tayoune, behind Beirut Mall (IMC)	✓				01-395393	8.00- 14.00 p.m. (Mon-Saturday)
Mar Antonious PHC, Roueissat / Jdeyde, Metn North (IMC)	✓		✓		01-900996 03-724139	8.00am - 14.00pm Mon-Friday 8.00-13.00 Sat.
Islamic Health Care Society- Amrousieh Markaz Imam Al Abidine (IMC)	✓				05-431386	8.00am - 15.00 Mon-Saturday
Men Center- Furn El Chebak, Bustany Street- NajjarBldg (IMC)			✓		71-283820	16.00- 21.00 night
Karagheusian Center for Child Welfare, Merhesh Street- Burj Hammoud-, Metn (IMC)	✓				01-263030	8:30am-14:00pm (Mon-Sat) 8:30am-13:00pm (Saturday) (Pediatrics)

PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Fanar Medical Social Center, Al Zeaitriyeh- Al Fanar, Metn (IMC)	✓				01-684362	8:00am-2:30pm (Mon-Fri)
Restart Center, Badaro Main Street, Ghattas Building, Beirut			✓		01-385358 <u>Hotline:</u> 76-708083	9:00am-17:00pm (Mon-Fri) Hotline (24h/7d) 76-708083
Maternal Healthcare, Hayye Sellom, Beirut (AMEL)	✓	✓	✓		05-483100 70-206034	Mon-Fri 8.30am-14.00pm Sat
Primary and Maternal Health care center, Beirut, Bourj Barajneh (Amel )	✓	✓			01-273426	Mon-Sat 8:30am-1:00pm
Dispensary of Social and Cultural Club, Barja, (IMC)	✓			✓	07-623129	8am-14.00 pm Mon-Sat
MOSA health center Naameh (IMC)	✓			✓	05-602338	8am-14.00 pm Mon-Sat
MOSA health center Baysour (IMC)	✓				05-571074	8am-14.00 pm Mon-Sat
Ministry of Social Affairs, Social Development Center - Burj Al Barajneh			✓		01-450724	8:00a.m.-2:00pm  (Mon-Fri)
MSF PHCc Shatila camp-	✓		✓		70621026	8 am-4:00 pm (Mon-Friday)

PHC centre's name and address	Services				Phone number	Opening hours
	Health care	Social services	Mental and Psycho-social support	Dental care		
Al Makassed center Bashoura (IMC)	✓	✓		✓	01-664368	8.30 am-5 pm (Mon-Friday) 8.30-13.00 Saturday
Ataa Bila Houdoud center Laylake (IMC)	✓	✓		✓	01-470661	8 am - 1 pm 3 pm - 5 pm (Mon-Friday) 8 am – 1 pm Saturday





## List of Hospitals

Hospitals			
Area	Hospitals	Address	Phone number
Beirut	Rafic Hariri Gov.University	Jnah	01- 830000
Beirut	Sahel hospital	Ghobeiri	01- 858333
Beirut	Al Zahraa- Jnah	Jnah	01- 851040
Mount Lebanon	Notre Dame du Liban Jounieh	Jounieh,	09 644644
Mount Lebanon	Ain Wzein	Chouf	05- 509001
Mount Lebanon	Baabda Gov. hospital	Baabda	05- 920040
Mount Lebanon	Beit Chabab hospital	Metn	04- 983393
Mount Lebanon	Bouar governmental hospital	Keserwan	09- 440440
Mount Lebanon	Iklim hospital	Chouf	07- 970777
Mount Lebanon	Al Jabal hospital	Metn	05- 360555

Mount Lebanon	Dahr El Bashek Gov.	Metn	04-872138
Mount Lebanon	Baakline	Chouf	05-300822
Mount Lebanon	Al Watani- Aley	Aley	05-557880
Mount Lebanon	Libanon Canadien	Metn	01-510788
Mount Lebanon	Orfan Hosp	Chouf	05-500877
Mount Lebanon	Medical 2000 (Kamal Joumblat	Aley-Choueifat	05-432525
Mount Lebanon	Bchamoun hospital	Bchamoun -Aley	05-270970
Mount Lebanon	Bourj hospital	Bourj El Barjne	01-474719
Mount Lebanon	Othman hospital	Ketermay a-Chouf	07-970000

## CONTACT NUMBERS AND HOTLINES OF PARTNERS

For medical emergency in Beirut and Mount Lebanon, call the MediVisa Lebanon 01-811310 (Monday to Friday 8am to 5pm) or 03-261640 if you are in Beirut, or 03-416299 if in Mt Lebanon (only after working hours and during weekends).



Area	Partner	Hotline
<b>Mount Lebanon and Beirut</b>	MediVisa Lebanon for hospitalization	01-811310
	Restart Center for Victims of Torture and Violence	76-708083

## CONTACT NUMBERS FOR SOCIAL SUPPORT

UNHCR Partners if you need Social Support	
Caritas Liban Migrant Centre ML	01 502550 / 1 / 2 / 3 / 4 (Sin El Fil) 70 191 182 (Dbayeh) 01 681942 (Dekwaneh) 01 466470 (Mrayji) 01 243834 (Bourj Hammoud)
Makhzoumi Foundation Beirut	03 243255
MOSA Centers ML	01 / 262687 (Bourj Hammoud) 05 / 554074 (Aley) 01 / 450724 (Bourj Brajneh) 03 / 528825 (Jounieh) 07 / 242038 (Chhim) 01 / 274614 (Chiah)

# 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 03-261640 if you are in Beirut, or 03-416299 if in Mt Lebanon (only 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