

## 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  
August 2016*

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 05-458558 (Monday to Friday 8am-5pm & Saturday 8am-1pm) or 70-198689/76-870354 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?**

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 from 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.

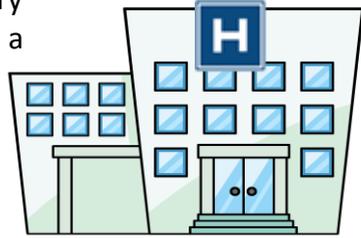
Service	What you pay
Vaccines	Free at all PHC centers and dispensaries
Consultation	3,000 – 5,000 LBP
Acute medications	Free
Chronic medications (diabetes, cardiac conditions, hypertension, asthma, epilepsy, etc.)	1,000 LBP per visit (handling fee)
Family planning (Insertion of IUD, pills, condoms)	Free
2 ultrasounds for pregnant women	Free
Dental care	Subsidised. Please refer to the PHC or dispensary for the exact costs.
Mental health services and medication	Free
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 **MediVisa Lebanon** which is UNHCR'S partner for in Lebanon.



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-5pm & Saturday 8am-1pm) or 70-198689/76-870354 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. Please ask MediVisa what would be your contribution part for the hospital bill.

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, (e.g. disc disease, open heart surgery), 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 one postnatal consultation.

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.



بطاقة  
المرأة الحامل



معلومات شخصية:  
 رقم بطاقة الأم المتحدة: \_\_\_\_\_  
 الاسم الثلاثي: \_\_\_\_\_  
 اسم الولادة: \_\_\_\_\_  
 مكان الإقامة: \_\_\_\_\_  
 التاريخ الولادي: \_\_\_\_\_  
 عدد: \_\_\_\_\_

عدد الحمل:   
 عدد الإجهاضات:   
 قيصرية:

التاريخ المتوقع للولادة: \_\_\_\_\_  
 طبيعية  قيصرية

سوابق طوية: \_\_\_\_\_  
 أدوية مزمنة: \_\_\_\_\_  
 سوابق جراحية: \_\_\_\_\_

حساسية:  كلا  نعم   
 حدد: \_\_\_\_\_  
 اسم المركز الصحي: \_\_\_\_\_

التاريخ	الوزن	الضغط	الورم في القدمين	زلال	فحص البول سكرى	فحص البول التهابات	م م بحسي
عدد أسابيع الحمل	ارتفاع الرحم	وخم الجنين	فحص الجنين	سكر الدم	الهيموغلوبين	HB	

Pregnant Card

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?**

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.

<b>Rehabilitation Institutions for persons with specific needs</b>		
<b>Area</b>	<b>Centre Name</b>	<b>Contact Number</b>
Baalbek, El Hermel, Rachaya, West Bekaa, Zahle and Arsal. The patients will be referred to the centers in Arsal, Baalbeck, Bar Elias and Ghazze	Handicap International	79 101563
All Bekaa	World Rehabilitation Fund	03 666902
Baalbeck and Bar Elias suburbs	Lebanese Physical Handicap Union	71383949

## 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 Governmental Hospital	President Sabri Hamadeh Street First floor	Kasser Hamadeh 03724494 Dr Hani Abdel Sater 03857718	Call in advance
Zahle	Zahleh Central Dispensary	Near GSO Building facing Zahleh Gov Hospital old building	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 center to receive care. It is important that you get preventative treatment as soon as possible, preferably within 24 hours of being infected:

Centre	Phone
Qab Elias PHC	08-500688

## 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
Baalbeck	Baalbeck Governmental Hospital Dr. Jamal Othman	08-370470	Friday ( 9am - 11:00 am)
Zahleh	Zahleh Governmental Hospital Elias Hrawi Dr. Souleiman El Mais	08-825601	Tuesday (9 -11am)

## 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 centers listed below. First dose vaccinations of polio, measles and Vit 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:

## 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 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 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)
El Farouk PHC, Saadnayel (IMC)	✓			✓	08-505322	8 am - 5 pm (Mon - Sat)
Medical cooperation of Aarsal PHC, Aarsal	✓			✓	76572147	Daily/24h
MSF clinic in Baalbeck (Chikan neighbourhood)	✓				08-375036	8:30am - 5 pm (Mon - Thur)
MSF clinic in Majdel Anjar- Masnaa Main Road behind Charisma for Ceramic	✓		✓		08-375036	8.30am - 5 pm (Mon - Fri)
Mother and Child Care Center- Majdel Anjar (MSF)	✓				08-375036	Daily/24h
El Ain PHC, El Ain- Principal Road, Baalbek, near Abou Nour Foundation (AMEL/MDM)	✓	✓	✓		08-233188	8 am - 2 pm (Mon - Sat)
Aarsal PHC, Principal Road, Baalbek, near Montaha Pharmacy (AMEL)	✓	✓	✓	✓	08-240413	8 am – 2 pm (Mon - Fri)
Kamed el Loz PHCC, West Bekaa, near Fares Galery (AMEL/MDM)	✓	✓	✓		03-814903	10 am – 4 pm (Mon - Sat)
Machgara PHC, Principal road, West Bekaa (AMEL)	✓	✓		✓	08-651703	8 am – 2 pm (Mon - Sat)

## 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		
MOSA center Baalbek, Ras el Ein street, Zgheib building next to Fransabank(IMC)			✓		08-370891	8am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
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)
Dari Community Center (IMC)		✓	✓		71577453	Mon-Fri 8:30am-4:30pm
El Qaa PHC, next to Saint Elias Church, Qaa (MDM)	✓		✓	✓	03-703193	9 am – 3 pm (Mon - Sat)
Qabb Elias PHC Center, Zahle (MDM)	✓		✓		08-500688	8:30 am - 5 pm (Mon - Sat)
MSF clinic, Ed Daoura, El Hermel at "Meeting Association for Human and Development Center"	✓				08-375036	8:30 am - 5pm (Mon, Tues & Wed)
MSF - Irchad clinic, Aarsal, Baalbek	✓				08-375036	8:30am - 5 pm (Mon - Fri)
Mother and Child Care Center-Arsal (MSF)	✓				08-375036	Daily/24h
Medical center of Aarsal PHC, Aarsal	✓			✓	70257274	Daily 8:30am-3pm except Friday
New Aarsal PHC, Aarsal	✓			✓	03-786760	Daily 10am-3pm 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		
Shmestar PHC, Public square near the mosque (Amel)	✓				08-330138	8 am – 2 pm (Mon - Sat)
MOSA center Zahle, Hawch El Omara Near Lebanese University- faculty of literature ( Foundation for the Social Promotion of Culture)			✓		08- 815100 08- 815101 08- 815102	8 am – 4 pm (Mon – Sat)
MOSA center Kab-Elias (Medair)	✓	✓			08501334	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
MOSA center Jeb Janine, main road (Medair)	✓	✓		✓	08-660650	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
MOSA center, El Marj, near Municipality (Medair)	✓	✓		✓	03-782324	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
MOSA center, Talya (Medair)	✓	✓			08-345900	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
MOSA center, Brital (Medair)	✓	✓		✓	08340601	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)

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		
MOSA center, Nabeh sheyt, (Medair)	✓	✓		✓	08-335247	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
MOSA center, Rafid, (Medair)	✓	✓		✓	08-560365	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 12 am (Sat)
Hayat PHC Rafid, Kfardines junction	✓	✓		✓	01 060041	8:30 – 2:30 pm (Mon- Sat)
Girath al Khayer –Majdel Anjar- - Akramiyeh Junction- near Abdul Rahman Eben Aouf Mosque	✓	✓		✓	08-622789	8 am - 2 pm (Mon - Thurs) 8 - 11 am (Fri) 8 - 2 pm (Sat)
Humanitarian Relief Charity Dispensary- Barelias , main road near Ayash center	✓	✓		✓	71018610	Daily 8am-4pm except Friday 9am-2pm
Malta PHC, Kfraya	✓	✓		✓	08645198	8 am – 2 pm Mom-Fri 8am – 12pm Sat
Intersos Community Center Rachaya		✓	✓		70-061640	Mon-Fri 08:00-16:30
Medical Teams International Mobile Clinics for chronic diseases management and dental care for kids (Terbol, Dalhamiyeh, Bar Elias, Anjar, Kab Ekias, Zahle, Taanayel, Saadnayel)	✓			✓	70854950 71359876	Mon-Fri 08:30-16:30
AMEL mobile clinic in Baalbek area (Ras Baalbek, Fakehe, Jdaide, , Nabi Osmane, , Bejjaje, , El Tall, El Zira, , El Soghra	✓	✓			08-325141 03-064851 70-275640	Mon-Friday 8am-2pm

**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		
Beyond Mobile Clinic ( Zahle Moallaka Aradi, Dalhamiyeh, Kherbet Kanafar, Baaloul, Hawch El Harimeh, Jazira, El Khiara, Manara, Qaraoun, Tal Znoub, Arsal, Douris, Qaa)	✓				70 129947	Monday-Sunday 9:00-14:00
CARITAS PHC, Hawch El Omara-Zahle- Clinic Dr Joseph Hrawi before- Near Saint Elias Church	✓	✓		✓	08-806291	Monday till Friday: 8am-2pm
CARITAS Taalabaya, Near the public school			✓		81-311816	Monday till Friday: 8am-5pm
Humedica (Zahle Hawch Omara, Moallaka Aradi, Faida, Saadnayel, Terbol, Dalhamiyeh, Qabb Elias, Hawch Qayssar, Bar Elias)	✓				78-953755	First round: 9am-12pm Second round: 1pm-4pm
LRC MMU (Hawch el Rafqua - Bouday . Bednayel, Saaydiya, Hawch tal safya, Hawch Nabi-Majadoun)	✓		✓		70-523971	Monday-Friday 8am-2pm
Malte MMU (Joub Janine- Ghazzeh-Kherbet Kanafar-Aana-Beb Mereh-Aytanit-Tannoura)	✓				08-645198	Monday-Friday 9am-1pm

## Hotline for Counseling and Protection

Protection Hotline- United Nations High  
Commissioner for refugees (UNHCR)

Counseling: 08-930468  
Protection: 76-611811

For **medical** emergency, call the MediVisa Lebanon Hotline: **05-458558 (Monday to Friday 8am-5pm & Saturday 8am-1pm)** or **70-198689/76-870354** in Bekaa after working hours and during weekends.



There are other hotlines available as indicated below.

Please ask for the Services Notes for contact numbers for NGOs and partners providing other services for Syrian refugees in Bekaa

Area	Partner	Hotline
<b>Bekaa</b>	MediVisa Lebanon for hospitalization	01-811310/315/316/317
	International Medical Corps (for Primary health care )	08-541940
	International Medical Corps (for mental health care )	West and central Bekaa: 70-793886 North Bekaa: 71-890271
	Restart Centre	76-708083

## HOSPITALS IN BEKAA

Hospitals	Address	Phone number
Rachaya Governmental	Rachaya- El Aakabeh	08-591503/4
Hamed Farhat Hospital (In addition to cardiac Cases)	Jeb Jennine	08-660101 03-959279
Doctors Hospital	El Manara	08-563101
Bekaa Hospital( In addition to cardiac cases)	Taalabaya	08-543150
Chtaura Hospital	Chtaura	08-544022
Zahle Governmental Hospital	Zahleh	08-825601
Rayak Hospital( In addition to cardiac cases)	Rayak	08-901300 /1/2/3/4/5
Tamnine General Hospital	Tamnine El Tahta	08-912444
Baalbeck Govermental Hospital	Baalbeck, Ras El Ain	08-370470
Al Rayan Hospital (In addition to cardiac cases)	Main road, Charaouneh area- Baalbeck	08-374182
Al Mortada Hospital	Baalbeck-Douris	08-377880
Hermel Governmental Hospital	Hermel	08-225312



## HOW REGISTERED REFUGEES ACCESS MEDICAL TREATMENT IN LEBANON

### STEP 1

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



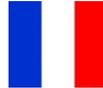
### STEP 2

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-5pm & Saturday 8am-1pm) or 70-198689/76-870354 in Bekaa (after working hours and during weekends)

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المساعدات الإنسانية  
والحماية المدنية



من الشعب الياباني  
From the People of Japan

من الشعب البريطاني  
UKaid