

HEALTH SERVICES FOR SYRIAN REFUGEES IN SOUTH 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 GlobeMed Lebanon on 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.

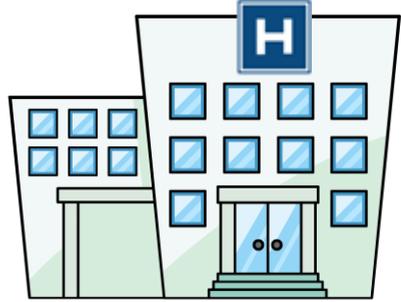
| Service | What you pay |
|--|--|
| Vaccines | Free at all PHC centers and dispensaries |
| Consultation | 3,000 – 5,000 LBP |
| Acute medications | Free |
| Chronic medications (diabetes, cardiac conditions, hypertension, asthma, epilepsy, etc.) | 1,000 LBP per visit (handling fee) |
| Family planning (Insertion of IUD, pills, condoms) | Free |
| 2 ultrasounds for pregnant women | Free |
| Dental care | Subsidized. 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">▪ Children under 5 years▪ Persons over 60▪ Persons with disabilities▪ Pregnant women 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 South 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 Dial 2 for South**



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 GlobeMed 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.

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 PHCc 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 PHC 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.

| Area | Centre | Address | Phone |
|-------|---------------------------|--|-----------|
| Saida | TB Center Saida | Al Barbir Building, Nejmeh square, 3 rd Floor | 07-724854 |
| Tyr | Tyr Governmental Hospital | Sour | 07-740293 |

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

| | |
|--------------------------------|---------------------------------|
| MOSA Social Development Centre | Tyr, Telephone: 70-904535 |
| MOSA Social Development Centre | Nabatiyeh, Telephone: 70-761997 |
| MOSA Social Development Centre | Nakoura Telephone: 07-460109 |
| MOSA Social Development Centre | Ansar Telephone: 07-501300 |

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 that treat Leishmaniasis in the South

| Area | Hospital/Doctor | Phone | Treating Hours |
|------------|--|----------------------------|--|
| Nabatieh | Nabatieh Governmental Hospital Dr. Ali Abu Zeid | 07-766999 07-766888 | Wednesday 13.00-15.00 |
| Bent Jbeil | Bent Jbeil Governmental Hospital Dr. Fawzat Ali | 07-452000 07-452007 | Wednesday 10.00-12.00 |
| Saida | Saida Governmental Hospital Dr Hussein Nassar | 07-722130 07-754096/7/8 | Wednesday 9.00-11.00 Friday 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 | |
|--|---|
| 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 – First 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) – Second booster dose |
| 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 SOUTH

| PHC centre's name and address | Services | | | | Phone | Opening hours |
|---|-------------|-----------------|----------------------------------|-------------|------------------------|--|
| | Health care | Social services | Mental and Psycho-social support | Dental care | | |
| Islamic Health Care Society Clinic, Nabatiyeh (IMC) | ✓ | | | ✓ | 07-764529 | Mon-Sat 8am-4pm |
| Islamic Health Care Society Clinic, Sedeken (Tyre) (IMC) | ✓ | ✓ | | ✓ | 71237658 | Mon-Sat 8am – 3pm |
| AMEL Primary Health care center Halta, Hasbaya | ✓ | | | | 70-249248 | 8 am – 12 am |
| Lebanese Welfare Association for the handicapped Sarafand (IMC) (Free transportation support are ensured) | ✓ | ✓ | ✓ | ✓ | 07-441010 07-441020 | Mon-Fri: 8 am-4 pm Sat: 8am-1pm |
| AMEL Primary Health care center Fardis, Hasbaya | ✓ | | | | 70249248 | 8 am – 12 am |

| PHC centre's name and address | Services | | | | Phone | Opening hours |
|--|-------------|-----------------|----------------------------------|-------------|----------|---|
| | Health care | Social services | Mental and Psycho-social support | Dental care | | |
| AMEL Primary Health Care center, Abou Dib Street, Tyre | ✓ | ✓ | ✓ | ✓ | 07343108 | 8 am - 2 pm (Mon-Sat) |
| AMEL Primary Health Care center Bazourieh, Tyre | ✓ | ✓ | ✓ | ✓ | 07375135 | 8 am – 1 pm |
| AMEL Health Center Khiam, Marjaayoun | ✓ | ✓ | ✓ | ✓ | 07840052 | 8 am – 1 pm |
| MOSA Nabatiyeh | ✓ | ✓ | | | 07761997 | 8 am - 2 pm (Mon-Thurs) 8 am – 11 (Friday) 8 am – 2pm (Sat) |
| MOSA Tyre | ✓ | ✓ | | | 07345281 | |
| MOSA Haret Saida | ✓ | ✓ | | | 07751398 | |
| MOSA Hasbaya | ✓ | ✓ | | ✓ | 07551191 | |
| MOSA Bint Jbeil (IMC) | ✓ | ✓ | | ✓ | 70896573 | |
| | | | | | | |

| PHC centre's name and address | Services | | | | Phone | Opening hours |
|--|-------------|-----------------|----------------------------------|-------------|-----------|--|
| | Health care | Social services | Mental and Psycho-social support | Dental care | | |
| Islamic health Society- Maashouk (IMC) | ✓ | | ✓ | ✓ | 07-345901 | Monday – Sunday from 8 am to 15.00 |
| Islamic health Society- Borj Alaway (IMC) | ✓ | | | ✓ | 07-385454 | Monday - Sunday from 8 till 6 |
| MSF-CH primary health clinic, in Human Call Hospital, Ain El Helwe | ✓ | | | | | Mon – Fri: 8 am – 4 pm |
| MSF-B Kfar Chouba (in MoSA Centre) | ✓ | | ✓ | | 03-773516 | 8 am- 11 am (Friday) |
| MSF-B Chebaa (in MoSA Centre) | ✓ | | ✓ | | 03-773516 | 8 am-1 pm (Wed) 8 am- 1 pm (Thursday) |
| MSF-B Hebarriye (in MoSA Centre) | ✓ | | ✓ | | 03-773516 | 8 am - 1 pm (Tuesday) |
| MSF-B Qliaa-Marjayoun (in MoSA Centre, Qliaa) | ✓ | | ✓ | | 03-773516 | 8 am - 1 pm (Monday) |

| PHC centre's name and address | Services | | | | Phone | Opening hours |
|---|-------------|-----------------|----------------------------------|-------------|-------------------------------------|--|
| | Health care | Social services | Mental and Psycho-social support | Dental care | | |
| Alkayan, Almsayleh (IOM) | ✓ | | | | 07-506777 07-506655 03-347999 | Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm |
| Alkayan, El Nabatiyeh (IOM) | ✓ | | | | 07-769910 | Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm |
| Alkayan, Tyre (IOM) | ✓ | | | | 07347546 | Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm |
| Ansar Municipality Clinic, (IMC) | ✓ | | | | 07-501447 | Mon – Sat: 8 am – 1 pm |
| Ghazie PHCC – Association of charity (CLMC) | ✓ | | | | 07-223600 | Mon –Thurs 8 am- 2.00pm Friday 8 am - 11 am Saturday 8 am- 1.00pm |
| Al Kayan Marjaayoun – Qlaiaa (IOM) | ✓ | | | | 07-836363 | Monday-Friday 8 am – 2 pm Saturday 8 am – 12 pm |

SOCIAL SUPPORT CONTACT NUMBERS

UNHCR Partners if you need Social Support

| | |
|--|----------|
| SHEILD (Tyre, Nabatieh, Bent Jbeil, Marjaayoun, Hasbaya) | 76841231 |
| CARITAS (Saida and Jezzine) | 03559107 |

CONTACT NUMBERS AND HOTLINES OF PARTNERS

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



| Area | Partner | Hotline |
|--------------|--|------------------------|
| South | GlobeMed Lebanon for hospitalization | 01-518111 |
| | International Medical Corps, Mental Health Care: Tyre Bint Jbeil | 71-068598 70-837497 |
| | MSF CH (for mental health care in Saida) | 70-169787 |

HOSPITALS IN THE SOUTH

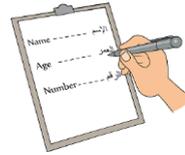
| Hospitals | | | |
|-------------|-----------------------------|------------------------|-------------------------------------|
| Area | Hospitals | Address | Phone |
| Saida | Saida Governmental Hospital | Ain el Helweh, Saida | 07-721606 07-722130 |
| Saida | Dalla'a General Hospital | Dalla'a Street Saida | 07-723244 07-723400 |
| Saida | Raii Hospital | Maghdoushe Road | 07-222023 07-222024 07-222025 |
| Saida | Aladdine Hospital | Sarfand, Main Road | 07-443200 07-443201 07-443202 |
| Saida | Kassab Hospital | Alhilaleye, Saida | 07-723700 07-723900 07-731540 |
| Saida | Health Medical Center | Maarouf Saad Highway | 07-726078 07-726079 |
| Saida | South Hospital Cheiab | Sahet Al Nejmeh, Saida | 07-722555 07-722900 |
| Tyre | Lebanese Italian Hospital | Tyre – Al Housh | 07-344423 |
| Tyre | Hiram Hospital | Tyre, Jal el Baher | 07-343700 07-343710 07-343715 |
| El Nabatieh | Najdeh Chaabiyeh | Kfar | 07-530970 |

| | | | |
|-------------|--|----------------------------------|------------------------|
| | Hospital | Roummane, Habboush Highway | 07-530971 07-530972 |
| El Nabatieh | Nabatieh Governmental Hospital | Kfar Joz Area, Main Road | 07-766888 |
| El Nabatieh | Ghandour Hospital | Nabatieh Fawka | 07-761590 07-762542 |
| Bent Jbeil | Tebnine Governmental Hospital | Tebnine, Main Road | 07-326399 |
| Bent Jbeil | Bent Jbeil Governmental hospital | Bent Jbeil | 07-452000 07-452007 |
| Bent Jbeil | Hayaa Sohiya Islamiya, Salah Ghandour Hospital | Bent Jbeil, Main Road | 07-450100 |
| Marjeyoun | Marjeyoun Governmental Hospital | Jdeidet Marjeyoun | 07-831033 |
| Jezzine | Jezzine Governmental Hospital | Jezzine, Hay Al Bayader | 07-780406 07-780706 |
| Hasbaya | Hasbaya Governmental Hospital | Hasbaya, Main Road | 07-550159 |

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.

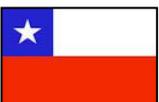


In a life-threatening emergency you can go straight to a Hospital but remember to contact GlobeMed Lebanon on

01-518111

Then Press 2 if you live in South Lebanon

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Humanitarian Aid
and Civil Protection



من الشعب الياباني
From the People of Japan



spanish aid



الكويت تستجيب
Kuwait Responds