

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***



***The information contained in this brochure will be updated in
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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.

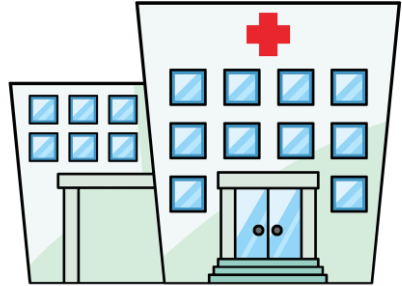
Service	What you pay
Vaccines	Free at all PHC centers and dispensaries
Consultation	3,000 – 5,000 LBP
Acute medications	Free
Chronic medications (diabetes, cardiac conditions, hypertension, asthma, epilepsy, etc.)	1,000 LBP per visit (handling fee)
Family planning (Insertion of IUD, pills, condoms)	Free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

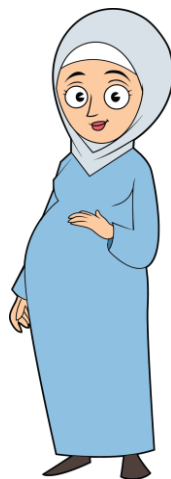
I am pregnant. What services and assistance can I get?

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?

Rehabilitation Institutions for persons with specific needs

World Rehabilitation Funds

Mr. Salim Daher: 03-668450
(Prosthetic and Orthotic devices, eye glasses,
hearing-aids). From 8am-14.00pm

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.

Area	Centre	Address	Phone
Saida	TB Center Saida	Al Barbir Building, Nejme 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	Nabatieh, 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

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	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 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	✓	✓			07345285	
MOSA Haret Saida	✓	✓			07751398	
MOSA Hasbaya	✓	✓		✓	07551191	
MOSA Bint Jbeil (IMC)	✓	✓		✓	70896573	

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 Mental Health Centre, Saida Governmental hospital			✓		70258774 07733686	8 am -5 pm (Monday-Wed)
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)	✓				03773516	8 am- 11 am (Friday)
MSF-B Chebaa (in MoSA Centre)	✓				03773516	8 am-1 pm (Wed) 8 am- 1 pm (Thursday)
MSF-B Hebarriye (in MoSA Centre)	✓				03773516	8 am - 1 pm (Tuesday)
MSF-B Qliaa-Marjayoun (in MoSA Centre, Qliaa)	✓				03773516	8 am - 1 pm (Monday)
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
Hariri Clinic, Saida, near Ain El Helwe, (IMC)	✓				07-753502	Monday-Friday 8:30 am - 2:30 pm Saturday 8:30 am – 1 pm
Hariri Clinic, Saida Old City (IMC)	✓				07-753502	Monday-Friday 8:30 am - 2:30 pm Saturday 8:30 am – 1 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 (for Primary:	70-151698
	and Mental health care :	71-373813
	MSF CH (for mental health care in Saida)	70-258774 or 07-733686

HOSPITALS IN THE SOUTH

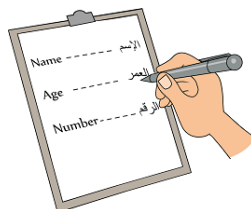
Hospitals			
Area	Hospitals	Address	Phone
Saida	Saida Governmental Hospital	Ain el Helweh, Saida	07-721606 07-722130
Saida	Dalla'a General Hospital	Dalla'a Street Saida	07-723244 07-723400
Saida	Raii Hospital	Maghdoushe Road	07-222023 07-222024 07-222025
Saida	Aladdine Hospital	Sarfand, Main Road	07-443200 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 Nejme, 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 Hospital	Kfar Roummene, Habboush Highway	07-530970 07-530971 07-530972

El Nabatieh	Nabatiyeh Governmental Hospital	Kfar Joz Area, Main Road	07-766888
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	07/830066
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 Dial 2 for South