Health access and utilization survey among refugees in Egypt
Health access and utilization survey among refugees in Egypt

Introduction

UNHCR conducts HAUS to assess and monitor refugee access to various healthcare services and to identify barriers encountered.

This cross sectional survey was conducted to monitor access to and utilization of key health services among refugees living in Egypt.

Methodology

13 surveyors and 1 supervisors underwent 1 day of training, including role play to familiarize on using the survey tool. The survey was carried out over the period between 7th of November until the 16th of November.

Survey households were selected using stratified systematic random sampling from a register of refugee households that had a listed telephone number.

The head of household, or an adult above 18 who could respond on his or her behalf, was interviewed by telephone regarding key indicators of interest.

Survey Households nationalities selected for this survey

Syria/ Eritrea/ Ethiopia / Iraq / Somalia /South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.

Data were entered using computers and analyzed using Microsoft Excel.

The extracted data were segregated into 3 sections, All Nationalities, Syrian and Other Nationalities for the below categories included in the survey.

1- Sample characteristics.

2- Child characteristics.
   2.1 Child Immunizations (Measles or MMR injection)
   2.2 Child Immunizations (Polio vaccine)
   2.3 Nutrition Module - Children under 5 years old + IYCF - Children under 23 months old.

3- Antenatal Care & Reproductive Health.

4- Chronic Diseases & Impairment:
   4.1 Chronic Diseases.
   4.2 Impairment.

5- Access and Knowledge of Health Services:
   5.1 Access to Health Care in the Last Three Months.
   5.2 Access to Health Services and Health Seeking Behavior.
   5.3 Hospitalizations during the last year.
   5.4 Knowledge of available health services and coverage.

6- COVID-19:
   6.1 Covid-19 Vaccination (Adults over 18 years old).
   6.2 Covid-19 Knowledge, attitude and practice.
Health access and utilization survey among refugees in Egypt

Limitations

All the results gathered during the survey, are based on self-reporting from the survey participants. Validation of the responses such as checking health facilities' records is not within the scope of this survey.

This survey is made by phone, questions and concepts might be misunderstood by the respondents.

Key Findings

➢ Survey response

77% (3,359) of the 4,426 sample size received were contacted to participate in the study.

36% (1222) of the contacted households answered while 64% did not answer.

92% (1120) of the answered, accepted to participate while 6% (74) refused, and 2% (28) were under 18 years old.

36% of the 6% did not mention the reason, 15% was due to trust issues, 12% mentioned that they are not refugee, 8% are not Happy with the UNHCR services and 8% have no time to participate.

➢ Statistics

- **Iraqi**: 100% contacted, 35% answered, 65% No answer + Wrong number, out of the answered 79% Completed survey, 21% Rejected and 0% were under 18 years old.

- **Syrian**: 61% contacted, 44% answered, 56% No answer + Wrong number, out of the answered 93% Completed survey, 6% Rejected and 1% were under 18 years old.

- **Yemeni**: 76% contacted, 35% answered, 65% No answer + Wrong number, out of the answered 94% Completed survey, 3% Rejected and 3% were under 18 years old.

- **Sudanese**: 92% contacted, 30% answered, 70% No answer + Wrong number, out of the answered 92% Completed survey, 5% Rejected and 3% were under 18 years old.

- **South Sudanese**: 90% contacted, 29% answered, 71% No answer + Wrong number, out of the answered 97% Completed survey, 3% Rejected and 0% were under 18 years old.

- **Others Nationalities**: 100% contacted, 26% answered, 74% No answer + Wrong number, out of the answered 100% Completed survey, 0% Rejected and 0% were under 18 years old.

- **Eritrean**: 87% contacted, 37% answered, 63% No answer + Wrong number, out of the answered 78% Completed survey, 11% Rejected and 10% were under 18 years old.

- **Ethiopian**: 100% contacted, 26% answered, 74% No answer + Wrong number, out of the answered 100% Completed survey, 0% Rejected and 0% were under 18 years old.

- **Somali**: 76% contacted, 38% answered, 62% No answer + Wrong number, out of the answered 88% Completed survey, 4% Rejected and 8% were under 18 years old.
1- Sample characteristics

1- Household Members

- 1120 households Heads with 3,923 household members were surveyed, including 560 Syrian households Heads with 2,296 household members and 560 Other Nationalities households heads with 1,627 household members.

- 50% of the surveyed household heads members were Syrian, 20% Sudanese, 8% South Sudanese, 8% Eritreans, 6% Ethiopians, 3% Yemenis, 2% Iraqi, 2% Somalis, and 1% Others including (Afghanistan, Burundian, Cameroonian, Guinean, Jordan, Nigerian, Tunisian, and Turkish)

- 56% of the Household Heads that conducted the survey were Males and 44% were Females.

- 61% of the Household Heads were married, 24% were never married and 8% were divorced or separated, 5% widowed and 2% Living with partner (cohabiting).

- 48% of the household members age 12 years and above, were married, 48% were never married, 4% were divorced or separated or widowed.

- 11% of household members were under 5 years old and 30% were between 5 and 17 years old.

- 76% of the Household Heads can read and write in Arabic.

- 17% of the Household Heads were in Tertiary (Bachelor, Master, PhD), 27% in Secondary level of education, 23% in Middle school level, 20% were in Primary level of education, 4% Vocational training and 9% with no formal education.

- 18% of the household members were in Tertiary (Bachelor, Master, PhD) level, 26% were in Secondary level of education, 23% in Middle school level, 19% were in Primary level of education, 3% Vocational training, and 1% did not know.

- 42% of household Heads are Working, out of those, 93% are wage-employed and 7% are self-employed.

- 3% of household heads surveyed arrived in Egypt in 2022, 9% in 2021, 4% in 2020, 7% in 2019, 7% in 2018, 12% in 2017, 13% in 2016, 5% in 2015, 4% in 2014, 18% in 2013, 12% in 2012, and 5% between 2004 and 2011.

- The most refugee populous areas were Cairo, 6th October, Giza, Qalyubia and Alexandria (33%, 21%, 20%, 8%, and 7%, respectively), of which 9% are located in Maadi, 7% in each of the following, Obour, Ain Shams and Ard El Lewa, 6% in Faisal & October, & 3% in 10th of Ramadan and East Nasr City.
1- Sample characteristics

**All Nationalities**

<table>
<thead>
<tr>
<th>Response</th>
<th>1,222 households contacted and answered to participate in the study</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>94% Of answered households accepted participation in the study</td>
</tr>
<tr>
<td></td>
<td>6% Refused or were too young</td>
</tr>
<tr>
<td>Sample</td>
<td>1120 Households heads surveyed</td>
</tr>
<tr>
<td></td>
<td>3,923 household members in surveyed households</td>
</tr>
<tr>
<td></td>
<td>4 The average number of household members per household</td>
</tr>
<tr>
<td></td>
<td>44% Household Heads are female</td>
</tr>
<tr>
<td></td>
<td>11% household members aged &lt;5 years</td>
</tr>
<tr>
<td></td>
<td>30% Household members aged from 5 and 18</td>
</tr>
<tr>
<td></td>
<td>76% Household Heads can read &amp; write the language of the country he's living in</td>
</tr>
</tbody>
</table>

1- Year of arrival to Egypt, by Household (n: 1120)

2- Distribution of household by government (n: 1120)

3- Age and sex distribution of household members (n: 3,923)

- Female
  - Female: 50%
  - Female < 5: 5%
  - Female 5 to 17: 15%
  - Female 18 to 35: 18%
  - Female above 35: 13%

- Male
  - Male: 50%
  - Male < 5: 5%
  - Male 5 to 17: 16%
  - Male 18 to 35: 18%
  - Male above 35: 11%
1- Sample characteristics

**Syrian**

### Response

621 households contacted and answered to participate in the study

94% Of answered households accepted participation in the study

6% Refused or were too young

51% Household heads were unemployed

### Sample

560 Households heads surveyed

2,296 household members in surveyed households

4 The average number of household members per household

### 1- Year of arrival to Egypt, by household (n: 560)

### 2- Distribution of household by government (n: 560)

### 3- Age and sex distribution of household members (n: 2,296)

- **Female**
  - Female: 49%
  - Female < 5: 5%
  - Female 5 to 17: 14%
  - Female 18 to 35: 16%
  - Female above 35: 13%

- **Male**
  - Male: 51%
  - Male < 5: 5%
  - Male 5 to 17: 15%
  - Male 18 to 35: 18%
  - Male above 35: 13%

- **Female 1118, 49%**
- **Male 1178, 51%**

Household Heads can read & write the language of the country he’s living in.
1- Sample characteristics

<table>
<thead>
<tr>
<th>Response</th>
<th>601 households contacted and answered to participate in the study</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>94% Of answered households accepted participation in the study</td>
</tr>
<tr>
<td></td>
<td>6% Refused or were too young</td>
</tr>
<tr>
<td>Sample</td>
<td>51% Household heads were unemployed</td>
</tr>
<tr>
<td>Sample</td>
<td>560 Households heads surveyed</td>
</tr>
<tr>
<td>Sample</td>
<td>1,627 household members in surveyed households</td>
</tr>
<tr>
<td>Sample</td>
<td>3 The average number of household members per household</td>
</tr>
<tr>
<td>Sample</td>
<td>47% Household Heads are female</td>
</tr>
<tr>
<td>Sample</td>
<td>12% household members aged &lt;5 years</td>
</tr>
<tr>
<td>Sample</td>
<td>34% Household members aged from 5 to 18</td>
</tr>
<tr>
<td>Sample</td>
<td>61% Household Heads can read &amp; write the language of the country he’s living in</td>
</tr>
</tbody>
</table>

2- Year of arrival to Egypt, by household (n: 560)

3- Distribution of household by government (n: 560)

3- Age and sex distribution of household members (n: 1,627)

- Female: 53%
  - Female < 5: 6%
  - Female 5 to 17: 15%
  - Female 18 to 35: 20%
  - Female above 35: 10%
- Male: 47%
  - Male < 5: 6%
  - Male 5 to 17: 17%
  - Male 18 to 35: 17%
  - Male above 35: 7%

Female 856, 53%  Male 771, 47%
2- Child characteristics

2.1- Child Immunizations Children > 8 months and < 5 years of age. (Measles or MMR injection)

- Household members reported that they had information schedules for 81% of the children between 9 months and 5 years of age, while 19% did not have the information.
- 78% of the surveyed children > 8 months and < 5 years have an immunization card, 20% did not have and 2% did not answer.
- Measles or MMR vaccination coverage among eligible children > 8 months and < 5 years was 88%, with the majority receiving it in a Public health center (91%).
- The main reason for Measles or MMR non-vaccination of eligible children was not knowing where to go for the vaccination (53%), No information about immunization schedules (13%) and No time cause of work/ care for children (13%).
- For 2% of the children that had received measles or MMR vaccine, it was reported difficulties to obtain the vaccine. As reasons were mentioned rude staff, could not afford transport or service not working due to COVID-19 (17% each).

2.2- Child Immunizations Children under 5 years old (Polio Vaccine)

- Polio vaccination coverage among eligible > 8 months and < 5 years children was 89%, with the majority receiving it in a Public health center (87%).
- The main reasons for Polio non-vaccination of eligible children was the child not reaching the required age for vaccination (30%) and (10%) for each of the following, Couldn't afford service fees, Missed the appointment, Didn’t know where to go, Just arrived to Egypt, , No time cause of work/ care for children, No information about immunization schedules and Do not trust the vaccine.
- For 1% of the children that had received the Polio vaccination, it was reported difficulties to obtain the vaccine. As reasons were mentioned they couldn’t afford user fees (wasn’t free) (33%).

2.3- Nutrition Module - Children under 5 years old + IYCF - Children under 2 years old

- 79% of the surveyed members did not notice any growth or feeding difficulties over the last month, and 19% noticed.
- 39% of those who noticed any growth or feeding difficulties over the last month, Sought nutrition care, while 58% did not and 3% did not answer, out of the ones who sought care, 32% are now enrolled in a nutrition program.
- 16% of surveyed children are reported currently enrolled in a nutrition program whereof the majority were reported being admitted in a facility rather than being treated as an outpatient.
- 75% of the surveyed children < 2 years old had at some point been breastfed, 40% Within 1 hour after birth, 33% after 1 Hour from birth and 28% did not know the exact time.
- Out of the surveyed children < 2 years it was reported that 13% had neither breastfed or eaten solid or semi-solid food during the preceding 24 hours.
2.1 - Child Immunizations - (measles or MMR injection)

**All Nationalities (Total Surveyed 358)**

- **81%** Households members with information on the immunization schedule.
- **78%** Have an immunization card.
- **88%** Children had received measles/MMR vaccine.
- **91%** Of children that had received a measles or MMR vaccine, received it at a public health center.
- **4%** Of children that had received a measles or MMR vaccine, received it at a Mobile vaccination team.
- **53%** Among those who did not receive the vaccine the reason was that they didn’t know where to go.
- **2%** Households with children who faced difficulties obtaining measles vaccine.
- **17%** Among those who faced difficulty getting the vaccine the reason was Staff was rude and couldn’t afford the fee.

**1- Place where child received measles vaccination (n:315)**

- Before arrival in (Host Country Name)
- Don’t know / didn’t answer
- Mobile vaccination team
- Private health centre
- Public health centre

- **91%**
- **2%**
- **4%**
- **1%**

**2- Coverage of vaccination (n:358)**

- Measles or MMR injection: **88%** Yes, **4%** No, **8%** Don’t know.
- Polio vaccine: **89%** Yes, **3%** No, **8%** Don’t know.

**3- Reasons why child did not receive Measles vaccination (n:15)**

- No birth certificate: **7%**
- Did not answer: **7%**
- No information about immunization schedules: **13%**
- No time as I had to work/ care for children: **13%**
- Didn’t know where to go: **53%**
- Couldn’t afford service fees: **7%**
2.2- Child Immunizations - (polio vaccine)

### All Nationalities (Total Surveyed 358)

- **89%**
  - Children had received Polio vaccine

- **87%**
  - Children had received vaccine at a public health center

- **9%**
  - Children had received vaccine at a Mobile vaccination team

- **30%**
  - Among those who did not receive the vaccine the reason was that Did not reach the age yet

- **1%**
  - Households with children who faced difficulties obtaining polio vaccine

- **33%**
  - Among those who faced difficulty getting the vaccine the reason was Couldn’t afford service fees (wasn’t free)

#### 1- Place where child received Polio vaccination (n:318)

- **Public health centre**
  - **87%**

- **Private health centre**
  - **1%**

- **Mobile vaccination team**
  - **9%**

- **Don’t know / didn’t answer**
  - **1%**

- **Before arrival in (Host Country Name)**
  - **1%**

#### 2- Reasons why child did not receive Polio vaccination (n:10)

- **Did not reach the age yet**
  - **30%**

- **Couldn’t afford service fees**
  - **10%**

- **Missed the appointment**
  - **10%**

- **Didn’t know where to go**
  - **10%**

- **Just arrived to Egypt**
  - **10%**

- **No time as I had to work/ care for children**
  - **10%**

- **No information about immunization schedules.**
  - **10%**

- **Do not trust vaccine**
  - **10%**
2.1 - Child Immunizations - (measles or MMR injection)

Syrian (Total Surveyed 187)

1- Place where child received measles vaccination (n:167)

- Don't know / didn't answer: 2%
- Mobile vaccination team: 3%
- Private health centre: 1%
- Public health centre: 93%

2- Coverage of vaccination (n:187)

- Measles or MMR injection: 89%
- Polio vaccine: 93%

3- Reasons why child did not receive Measles vaccination (n:6)

- No birth certificate: 17%
- No information about immunization schedules: 33%
- Didn't know where to go: 50%

- Households members with information on the immunization schedule: 94%
- Have an immunization card: 93%
- Children had received measles/MMR vaccine: 89%
- Of children that had received a measles or MMR vaccine, received it at a public health center: 93%
- Of children that had received a measles or MMR vaccine, received it at a Mobile vaccination team: 3%
- Households with children who faced difficulties obtaining measles vaccine: 50%
- Among those who did not receive the vaccine the reason was that they didn't know where to go: 50%
- Among those who faced difficulty getting the vaccine the reason was Staff was rude and Service was not working due to covid-19: 1%
2.2 - Child Immunizations - (polio vaccine)

**Syrian (Total Surveyed 187)**

1- Place where child received Polio vaccination (n:174)

- **Public health centre**: 87%
- **Private health centre**: 2%
- **Mobile vaccination team**: 9%
- **Don't know / didn't answer**: 2%

2- Reasons why child did not receive Polio vaccination (n:6)

- **Did not reach the age yet**: 50%
- **Missed the appointment**: 17%
- **Just arrived to Egypt**: 17%
- **No information about immunization schedules**: 17%

---

93% Children had received Polio vaccine
87% Children had received vaccine at a public health center
9% Children had received vaccine at a Mobile vaccination team
50% Among those who did not receive the vaccine the reason was that Did not reach the age yet
1% Households with children who faced difficulties obtaining polio vaccine
100% Among those who faced difficulty getting the vaccine they refused to provide the reason
2.1- Child Immunizations - (measles or MMR injection)

Other Nationalities (Total Surveyed 171)
(Eritrea/ Ethiopia / Iraq / Somalia / South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

- **63%** Households members with information on the immunization schedule
- **62%** Have an immunization card
- **87%** Children had received measles/MMR vaccine
- **88%** Of children that had received a measles or MMR vaccine, received it at a public health center
- **6%** Of children that had received a measles or MMR vaccine, received it at a Mobile vaccination team
- **56%** Among those who did not receive the vaccine the reason was that they couldn't afford transport
- **3%** Households with children who faced difficulties obtaining measles vaccine
- **25%** Among those who faced difficulty getting the vaccine the reason was they cannot afford transport

1- Place where child received measles vaccination (n:148)

- **88%** Public health centre
- **6%** Private health centre
- **3%** Mobile vaccination team
- **3%** Don’t know / didn’t answer
- **1%** Before arrival in (Host Country Name)

2- Coverage of vaccination (n:171)

- **87%** Measles or MMR injection
  - Yes: 5%
  - No: 8%
  - Don’t know: 8%
- **84%** Polio vaccine
  - Yes: 13%
  - No: 2%
  - Don’t know: 11%

3- Reasons why child did not receive Measles vaccination (n:9)

- **11%** Did not answer
- **22%** No time as I had to work/care for children
- **56%** Didn’t know where to go
- **11%** Couldn’t afford service fees

UNHCR The UN Refugee Agency
2.2- Child Immunizations - (polio vaccine)

Other Nationalities (Total Surveyed 171)
(Eritrea/ Ethiopia / Iraq / Somalia /South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

84% Children had received Polio vaccine

88% Children had received vaccine at a public health center

8% Children had received vaccine at a Mobile vaccination team

25% Among those who did not receive the vaccine the reason was that they Couldn’t afford service fees, had no time and didn’t trust the vaccine

1% Households with children who faced difficulties obtaining polio vaccine

100% Among those who faced difficulty getting the vaccine the reason was that they Couldn’t afford user fees (wasn’t free)

1- Place where child received Polio vaccination (n:144)

<table>
<thead>
<tr>
<th>Place</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public health centre</td>
<td>88%</td>
</tr>
<tr>
<td>Private health centre</td>
<td>1%</td>
</tr>
<tr>
<td>Mobile vaccination team</td>
<td>8%</td>
</tr>
<tr>
<td>Don’t know / didn’t answer</td>
<td>1%</td>
</tr>
<tr>
<td>Before arrival in (Host Country Name)</td>
<td>3%</td>
</tr>
</tbody>
</table>

2- Reasons why child did not receive Polio vaccination (n:4)

- Couldn’t afford service fees: 25%
- Didn’t know where to go: 25%
- No time as I had to work/ care for children: 25%
- Do not trust vaccine: 25%
### 1. Notice of growth or feeding difficulties over the last month (n: 417)

- **79%** did not notice any growth or feeding difficulties over the last month.
- **39%** of the ones in which it was noted growth or feeding problems, sought nutrition care.
- **82%** of children were not enrolled or being treated in any nutrition program.
- **16%** of children are reported currently enrolled in a nutrition program whereof the majority were reported being admitted in a facility rather than being treated as an outpatient.

### 2. Enrolled or treatment in any nutrition program (n: 417)

- **82%** were admitted in a health facility.
- **14%** were with regular outpatient visits (Weekly/Bi-weekly/Monthly).
- **2%** were not enrolled or being treated.
- **2%** don't know/didn't answer.

### 3. How long after birth did you first breastfeed the child (n: 40)

- **28%** were breastfed within 1 hour after delivery.
- **40%** were breastfed after 1 hour.
- **33%** didn't know/didn't answer.
Syrian (Total Surveyed 221)

1- Notice of growth or feeding difficulties over the last month (n:221)
- 86% did not notice any growth or feeding difficulties over the last month
- 31% of the ones in which it was noted growth or feeding problems, sought nutrition care
- 87% are not enrolled or being treated in any nutrition program

2- Enrolled or treatment in any nutrition program (n:221)
- 10% are reported currently enrolled in a nutrition program whereas the majority were reported being admitted in a facility rather than being treated as an outpatient.
- 77% were breastfed
- 36% of the children breastfed were breastfed within the 1st hour after delivery
- 71% were breastfed yesterday during the day or at night
- 51% ate any solid or semi-solid food yesterday during the day or night

3- How long after birth did you first the child to the breast (n:22)
- 18% within 1 hour
- 45% after 1 hour
- 36% don't know / didn't answer
- 8% yes, admitted in a health facility
- 2% yes, with regular outpatient visits (Weekly/ Bi-weekly/Monthly)
- 3% no
- 3% don't know / didn't answer
2.3- Nutrition Module - Children under 5 years old + IYCF - Children under 2 years old

**Other Nationalities (Total Surveyed 196)**
(Eritrea/ Ethiopia / Iraq / Somalia /South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

1- Notice of growth or feeding difficulties over the last month (n:196)

- 72% did not notice any growth or feeding difficulties over the last month
- 44% of the ones in which it was noted growth or feeding problems, sought nutrition care
- 75% are not enrolled or being treated in any nutrition program

2- Enrolled or treatment in any nutrition program (n:196)

- 23% children are reported currently enrolled in a nutrition program whereof the majority were reported being admitted in a facility rather than being treated as an outpatient.
- 74% children were breastfed
- 33% of the children breastfed were breastfed within the 1st hour after delivery
- 62% were breastfed yesterday during the day or at night
- 62% ate any solid or semi-solid food yesterday during the day or night

3- How long after birth did you first the child to the breast (n:18)

- 39% don’t know / didn’t answer
- 33% within 1 hour
- 28% after 1 hour
23% of women between 15 - 49 years of age reported being a mother of a child 2 years old or younger.

73% of these reported they received antenatal care during their pregnancy and 24% did not receive antenatal care.

26% of women who did not receive ANC reported the reason not being able to find the service, 23% did not answer, 20% did not know were to go and 8% were not in Egypt when pregnant.

Among the 73% pregnant women who received ANC, 46% of their first visit took place in a private facility, 32% in a Public facility and 15% with UNHCR Health Partner.

63% of those who received ANC received 4 or more visits and 32% received ANC 1 to 3 visits.

14% of women who received ANC reported facing difficulties such as the inability to afford user fees (54%), Too far / Transport issues (27%), staff being rude (15%) and long waiting time (12%).

Among the pregnant women who had delivered, 45% of deliveries took place in a public facility, 44% of deliveries took place in a private facility, the reason was they Prefer to go to private facility (67%), Couldn't access public hospital (12%) and 10% were doctor preference.

3% were delivered at home, reason for delivering at home was Onset of labor before the expected date (22%) and they couldn’t afford the fee (22%).

43% of deliveries were Normal delivery, 34% were Caesarean section - Scheduled (Planned), and 17% were Caesarean section - Unscheduled (Emergency).

75% of pregnant had to pay for the delivery, with a median cost of 2,100 EGP for the delivery of which 79% were not reimbursed the amount they paid, 12% were partially reimbursed and 76% did not receive cash assistance for delivery.

18% new-born babies needed to be admitted or kept in hospital for special care for an average of 4 days, costing a median of 2,250 EGP.

In 93% of the deliveries, the child was issued a birth certificate and in 4% a certificate was not issued, out of those for whom the certificate was not issued, the reasons reported were: they don’t know how to register the birth (18%), while 9% for each of the following, Authorities refused, No official marriage papers, Were asked for money to register the birth, Father not in Egypt and were not born in Egypt.

35% of the mothers were provided with contraceptive options or advice following delivery and 60% were not provided with the option.

20% of the mothers reported receiving postpartum/postnatal care after delivery, 49% were at a private clinic/Hospital, 26% at a public hospital and 15% at Home.

In the 6 weeks after the delivery, the mothers reported visiting the clinic and receiving postpartum care, 47% visited 1 time, 28% visited 2 times and 25% had 3 or more visits.
### All Nationalities (Total Surveyed 1104)

- **23%** Of women between 15 - 49 years of age is with a child 2 years old or younger
- **73%** Received ANC care
- **24%** Pregnant woman who had difficulty accessing ANC
- **26%** Among those who faced difficulty the ANC was they couldn't find the service
- **46%** First ANC visit in private clinic/Hospital
- **44%** Delivered a baby in a private hospital
- **34%** Delivery was a Caesarean section - Scheduled (Planned)
- **17%** Delivery was a Caesarean section - Unscheduled (Emergency)
- **75%** Pregnant woman paid for the delivery
- **23%** Among those who paid for the delivery received cash assistance
- **2,100 EGP** Median delivery cost

#### 1- Delivery Place (n=259)

- **44%** Private Clinic / Hospital
- **45%** Public Hospital / Clinic
- **4%** Don't know / didn't answer
- **1%** En route/on the way to hospital/clinic
- **3%** Home
- **3%** Did not give birth in Egypt

#### 2- Reasons for not receiving ANC care among pregnant woman (n=61)

- **Was not in Egypt** 8%
- **Illness** 2%
- **Health centre refuse to provide services** 3%
- **Felt it was unnecessary** 5%
- **Due to covid** 3%
- **Too far / Transport issues** 2%
- **Health centre refuse to provide services** 5%
- **Couldn't get time off work / Caring for other children** 3%
- **Didn't have identification documents** 2%
- **Didn't have identification documents** 2%
- ** Didn't know where to go** 20%
- **Don't know / didn't answer** 23%
- **Couldn't find the service** 26%
- **Couldn't communicate in the same language as the service provider** 2%
- ** Couldn't afford user fees (want free)** 5%
- **Felt it was unnecessary** 1%
- **Health centre refuse to provide services** 1%
- **Too far / Transport issues** 8%
- **Due to covid** 1%
- **Was not in Egypt** 5%
- **NGO facility (charity, faith based organization)** 46%
- **Private facility (physician private clinic, hospital)** 32%
- **Public facility (Primary healthcare unit, hospital)** 15%
- **UNHCR Health Partner (Caritas, Save the Children)** 15%
- **Was not in Egypt** 1%

#### 3- Area where the first ANC visit take place (n=188)

- **NGO facility (charity, faith based organization)** 46%
- **Private facility (physician private clinic, hospital)** 32%
- **Public facility (Primary healthcare unit, hospital)** 15%
- **UNHCR Health Partner (Caritas, Save the Children)** 15%
- **Was not in Egypt** 1%
Antenatal Care & Reproductive Health

All Nationalities (Total Surveyed 1104)

1- Difficulties in getting ANC care among pregnant woman (n:26)

- Unable to speak the local languages or to communicate with service providers: 6%
- Staff was rude: 13%
- Too far / Transport issues: 23%
- Long wait: 10%
- Couldn’t afford user fees (wasn’t free): 45%
- Didn’t know where to go: 3%

2- Paid for delivery and Received Cash assistance

- Paid for the delivery: 75%
- Received cash assistance: 23%

3- Reimbursed the amount that was paid

- Don’t know / didn’t answer: 79%
- No: 8%
- Yes, the whole amount: 12%
- Yes, but only partially: 1%

4- Reason the child was not issued with a birth certificate (n:11)

- Not official marriage papers: 9%
- Father not in Egypt: 9%
- Not born in Egypt: 9%
- No time: 9%
- Did not answer: 18%
- They don’t know how to register the birth: 18%
- Didn’t know they had to register the birth: 9%
- Authorities refused: 9%
- Were asked for money to register the birth: 9%
3- Antenatal Care & Reproductive Health

Syrian (Total Surveyed 613)

19% Of women between 15 - 49 years of age is with a child 2 years old or younger

90% Received ANC care

10% Pregnant woman who had difficulty accessing ANC

18% Among those who faced difficulty the ANC Couldn’t afford user fees

71% First ANC visit in private clinic/Hospital

70% Delivered a baby in a private hospital

47% Delivery was a Caesarean section - Scheduled (Planned))

22% Delivery was a Caesarean section - Unscheduled (Emergency)

93% Pregnant woman paid for the delivery

8% Among those who paid for the delivery received cash assistance

3,750 EGP Median delivery cost

1- Delivery Place (n=114)

<table>
<thead>
<tr>
<th>Delivery Place</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Clinic / Hospital</td>
<td>70%</td>
</tr>
<tr>
<td>Public Hospital /Clinic</td>
<td>26%</td>
</tr>
<tr>
<td>Did not give birth in Egypt</td>
<td>2%</td>
</tr>
<tr>
<td>Home</td>
<td>1%</td>
</tr>
<tr>
<td>En route/on the way to hospital/clinic</td>
<td>1%</td>
</tr>
</tbody>
</table>

2- Reasons for not receiving ANC care among pregnant woman (n=11)

<table>
<thead>
<tr>
<th>Reason for not receiving ANC</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was not in Egypt</td>
<td>9%</td>
</tr>
<tr>
<td>Health centre refuse to provide services</td>
<td>18%</td>
</tr>
<tr>
<td>Felt it was unnecessary</td>
<td>9%</td>
</tr>
<tr>
<td>Due to covid</td>
<td>18%</td>
</tr>
<tr>
<td>Too far / Transport issues</td>
<td>9%</td>
</tr>
<tr>
<td>Health centre refuse to provide services</td>
<td>18%</td>
</tr>
<tr>
<td>Don't know / didn't answer</td>
<td>18%</td>
</tr>
<tr>
<td>Couldn't find the service</td>
<td>9%</td>
</tr>
<tr>
<td>Couldn't afford user fees (want free)</td>
<td>18%</td>
</tr>
</tbody>
</table>

3- Area where the first ANC visit take place (n:103)

- NGO facility (charity, faith based organization)
- Private facility (physician private clinic, hospital)
- Public facility (Primary healthcare unit, hospital)
- UNHCR Health Partner (Caritas, Save the Children)
- Was not in Egypt

<table>
<thead>
<tr>
<th>Area where the first ANC visit take place</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>NGO facility</td>
<td>71%</td>
</tr>
<tr>
<td>Private facility</td>
<td>20%</td>
</tr>
<tr>
<td>Public facility</td>
<td>5%</td>
</tr>
<tr>
<td>UNHCR Health Partner</td>
<td>1%</td>
</tr>
<tr>
<td>Was not in Egypt</td>
<td>3%</td>
</tr>
</tbody>
</table>
1- Difficulties in getting ANC care among pregnant women (n:16)

- Provided with contraceptive options after delivery: 35%
- Median paid for baby hospitalization: 2,750 EGP
- Of new born baby needed admission to the hospital: 18%
- Average days the baby was admitted: 4
- Issued a birth certificate to the child: 99%
- Received any postpartum/postnatal care after delivery: 35%
- Median paid for baby hospitalization: 2,750 EGP
- Of the persons that received PNC went to a private Clinic/Hospital: 59%

2- Paid for delivery and Received Cash assistance

- Paid for the delivery: 93%
- Received cash assistance: 90%
- Don't know/didn't answer: 8%
- 5% received cash assistance, 2% paid for the delivery

3- Reimbursed the amount that was paid

- Don't know/didn't answer: 96%
- No: 1%
- Yes, the whole amount: 3%
3- Antenatal Care & Reproductive Health

Other Nationalities (Total Surveyed 491)
(Eritrea/ Ethiopia / Iraq / Somalia / South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

- **30%**
  Of women between 15 - 49 years of age is with a child 2 years old or younger

- **59%**
  Received ANC care

- **34%**
  Pregnant woman who had difficulty accessing ANC

- **30%**
  Among those who faced difficulty the ANC was they couldn’t find the service

- **59%**
  Received ANC care

- **47%**
  First ANC visit in Public clinic/Hospital

- **60%**
  Delivered a baby in a Public hospital

- **24%**
  Delivery was a Caesarean section - Scheduled (Planned))

- **13%**
  Delivery was a Caesarean section - Unscheduled (Emergency)

- **61%**
  Pregnant woman paid for the delivery

- **40%**
  Among those who paid for the delivery received cash assistance

- **1,930 EGP**
  Median delivery cost

1- **Delivery Place (n=145)**

- **60%**
  Public Hospital/ Clinic
- **34%**
  First ANC visit in Public clinic/Hospital
- **3%**
  Did not give birth in Egypt
- **6%**
  Home
- **23%**
  Private Clinic / Hospital
- **1%**
  En route/on the way to hospital/clinic
- **7%**
  Don’t know / didn’t answer

2- Reasons for not receiving ANC care among pregnant woman (n=50)

- **8%**
  Was not in Egypt
- **2%**
  Illness
- **2%**
  Health centre refuse to provide services
- **2%**
  Felt it was unnecessary
- **2%**
  Health centre refuse to provide services
- **4%**
  Couldn’t get time off work / Caring for other children
- **2%**
  Didn’t have identification documents
- **2%**
  Didn’t have identification documents
- **24%**
  Didn’t know where to go
- **24%**
  Don’t know / didn’t answer
- **30%**
  Couldn’t find the service
- **2%**
  Couldn’t communicate in the same language as the service provider
- **2%**
  Couldn’t afford user fees (want free)

3- Area where the first ANC visit take place (n:85)

- **47%**
  NGO facility (charity, faith based organization)
- **28%**
  Private facility (physician private clinic, hospital)
- **8%**
  Public facility (Primary healthcare unit, hospital)
- **15%**
  UNHCR Health Partner (Caritas, Save the Children)
- **1%**
  Was not in Egypt

---

**UNHCR**
The UN Refugee Agency
Other Nationalities (Total Surveyed 491)
(Eritrea/ Ethiopia / Iraq / Somalia / South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

1- Difficulties in getting ANC care among pregnant woman (n:10)
- Unable to speak the local languages or to communicate with service providers: 7%
- Staff was rude: 29%
- Too far / Transport issues: 14%
- Staff was rude
- Didn’t know where to go: 18%
- Long wait: 14%
- Couldn’t afford user fees (wasn’t free): 29%

1.750 EGP
Median paid for baby hospitalization

18%
Of new born baby needed admission to the hospital

4
Average days were the baby was admitted

89%
Issued a birth certificate to the child

13%
Received any postpartum/postnatal care after delivery

37%
Of the persons that received PNC went to a Public Clinic / Hospital

2- Paid for delivery and Received Cash assistance
- Paid for the delivery: 61%
- Received cash assistance: 40%

3- Reimbursed the amount that was paid
- Yes: 59%
- No: 17%
- Don’t know / didn’t answer: 23%

3- Reason the child was not issued with a birth certificate (n:11)
- Not official marriage papers: 9%
- Father not in Egypt: 9%
- Not born in Egypt: 9%
- No time: 9%
- Did not answer: 18%
- They don’t know how to register the birth: 18%
- Didn’t know they had to register the birth: 9%
- Authorities refused: 9%
- Were asked for money to register the birth: 9%
4- Chronic Diseases, Mental Illness and Disability among household members

4.1- Chronic Diseases

- 20% of the surveyed households members reported having at least one chronic medical condition.
- The most common chronic conditions were Hypertension, Diabetes, Heart disease, Asthma and Neurological disease (29%, 19%, 14% & 13% respectively).
- 67% of household members with chronic conditions were able to access medicine and health services in the last three months.
- 38% of household members with chronic condition, received care at a Private facility (physician private clinic, hospital), 23% received care at a Public facility (Primary healthcare unit, hospital), 23% received care at UNHCR Health Partner (Caritas, Save the Children), and 20% received care at a Pharmacy.
- 27% of surveyed household members with chronic conditions were unable to access medicines or health services needed in the last three months reasons were, 36% couldn’t afford user fees, 15% service was not available in facility, 13% did not answer, 12% don’t know where to go, 11% Can’t afford transport, 6% long wait and 5% Staff were rude.
- A median of 315EGP was payed by the household, monthly for chronic medication.

4.2- Impairment

- 5% of household members reported having an impairment, out of which most of them having Physical impairment (fractures, burns, deformities) (57%), 15% having mental impairment epilepsy, depression, PTSD, alcohol/ substance abuse, psychosis, medically unexplained complaint and 13% have Sensory impairment (deaf, blind).
- The causes of the impairment were Natural (From birth / congenital, illness, degenerative) (39%), Accident (Road accident, Domestic accident) (31%), War (20%), violence (6%), Depression due to poverty (2%), and due to infection (1%).
- Among those with impairments, 76% reported never received any assistance for their impairment, 19% received assistance, 3% receiving psychological assistance, and 2% receiving the assistive devices for their impairment.
- The reasons for not being able from getting assistance were the inability to afford user fees, no services available, did not know where to go, and waiting for service reply (25%, 21%, 20% and 16%, respectively).
4.1 - Chronic Diseases

All Nationalities (Total Surveyed 3923)

1- Report of members with at least one chronic illness (n=779)

- 20% Households members with at least one chronic medical condition
- 29% of the ones with a chronic condition who reported having Hypertension
- 19% with Diabetes
- 13% with Asthma

Access to service for chronic conditions
- 27% of the ones reporting a chronic medical condition who were not able to access medicine or other health services
- 67% with chronic conditions who were able to access medicine or other health services

2- Ability to access services for individuals with chronic illnesses (n:519)

- 38% Received care at a Private facility (physician private clinic, hospital)
- 23% Received care at UNHCR health partners and in a Public facility (Primary healthcare unit, hospital)

3- Places were individuals received care for their chronic illnesses (n:519)

- 315 EGP The median payed for Chronic medication
- 36% Could not afford user fees
- 15% Service was not available at the facility

4- Reasons for inability to access care (n:210)

- 13% No time
- 12% Don't know where to go
- 36% 36% Couldn’t communicate in the same language as the service provider
- 11% Can’t afford transport
- 15% Was not available in facility
- 5% Staff were rude
- 6% Long wait
## All Nationalities (Total Surveyed 3923)

### 1- Different kind of Impairment (n:187)

<table>
<thead>
<tr>
<th>Impairment Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speech impairment</td>
<td>10%</td>
</tr>
<tr>
<td>Sensory impairment (deaf, blind...)</td>
<td>13%</td>
</tr>
<tr>
<td>Intellectual impairment (developmental delay, etc, relating to cognitive abilities)</td>
<td>10%</td>
</tr>
<tr>
<td>Mental impairment (Specify: epilepsy, depression, PTSD, alcohol/ substance abuse, psychosis, medically...)</td>
<td>15%</td>
</tr>
<tr>
<td>Physical impairment (fractures, burns, deformities ...)</td>
<td>57%</td>
</tr>
</tbody>
</table>

### 2- Cause of Impairment (n:187)

- Depression due to poverty: 2%
- War: 19%
- Violence: 6%
- Natural (From birth / congenital, illness, degenerative): 37%
- Don't know / didn't answer: 6%

### 3- Assistance for their impairment (n:187)

- Yes, assistive devices: 76%
- Yes, medical assistance: 19%
- No, never received any assistance: 3%
- Yes, psychological assistance: 1%
- Did not answer: 1%

### 4- Inability to access assistance (n:142)

- Security issues: 1%
- Waiting for service reply: 16%
- Too far / Transport issues: 6%
- Not applicable. Was able to get care needed: 2%
- No services available: 21%
- Felt it was unnecessary: 8%
- Due to COVID-19, specify: 1%
- Did not know where to go: 20%
- Don't know / didn't answer: 14%
- Couldn't communicate in the same language as the service: 1%
- Couldn't afford user fees: 25%

---

**UNHCR**

The UN Refugee Agency
4.1 - Chronic Diseases

Syrian (Total Surveyed 2296)

1- Report of members with at least one chronic illness (n=475)

21% Households members with at least one chronic medical condition
32% of the ones with a chronic condition who reported having Hypertension
13% with Asthma
22% of the ones with a chronic condition who reported having Hypertension
32% of the ones with a chronic condition who reported having Diabetes
13% with Asthma
Access to service for chronic conditions
25% of the ones reporting a chronic medical condition who were not able to access medicine or other health services
74% with chronic conditions who were able to access medicine or other health services
45% Received care at a Private facility (physician private clinic, hospital)
25% Received care at a Pharmacy
260 EGP The median payed for Chronic medication

2- Ability to access services for individuals with chronic illnesses (n:350)

3- Places were individuals received care for their chronic illnesses (n:350)

4- Reasons for inability to access care (n:121)

Barriers to accessing care for chronic conditions (n=83)

31% Could not afford user fees
13% Service was not available at the facility
260 EGP The median payed for Chronic medication

2% No time
7% No need for medication
4% Facility refused due to illness
2% Due to COVID-19, specify
1% Don’t know / didn’t answer
17% Due to COVID-19, specify
1% Couldn’t communicate in the same language as the service provider
8% Don’t know where to go
9% Can’t afford transport
13% Couldn’t afford user fees
5% Was not available in facility
13% Staff were rude
7% Long wait

- NHS facility (Charity, faith based organization)
- Private facility (physician private clinic, hospital)
- Public facility (Primary healthcare unit, hospital)
- UNHCR Health Partner (Caritas, Save the Children)
- Pharmacy

NGO facility (charity, faith based organization)
### 4.2 - Impairment

**Syrian (Total Surveyed 2296)**

<table>
<thead>
<tr>
<th>5%</th>
<th>Households members with at least one impairment</th>
</tr>
</thead>
<tbody>
<tr>
<td>60%</td>
<td>with Physical impairment</td>
</tr>
<tr>
<td>15%</td>
<td>with Mental impairment</td>
</tr>
<tr>
<td>12%</td>
<td>with Intellectual impairment</td>
</tr>
<tr>
<td>37%</td>
<td>Natural cause of impairment</td>
</tr>
<tr>
<td>35%</td>
<td>Impairment caused by Accident</td>
</tr>
<tr>
<td>25%</td>
<td>Receiving assistance for impairment</td>
</tr>
<tr>
<td>80%</td>
<td>Never received any assistance</td>
</tr>
<tr>
<td>15%</td>
<td>Received medical assistance</td>
</tr>
<tr>
<td>4%</td>
<td>Received psychological assistance</td>
</tr>
<tr>
<td>27%</td>
<td>Did not know where to go</td>
</tr>
<tr>
<td>22%</td>
<td>Couldn’t afford user fees</td>
</tr>
<tr>
<td>18%</td>
<td>No services available</td>
</tr>
<tr>
<td>18%</td>
<td>Waiting for service reply</td>
</tr>
</tbody>
</table>

#### 1- Different kind of Impairment (n:110)

- Speech impairment: 8%
- Sensory impairment (deaf, blind...): 9%
- Intellectual impairment (developmental delay, etc, relating to cognitive abilities): 12%
- Mental impairment (Specify: epilepsy, depression, PTSD, alcohol/ substance abuse, psychosis, medically...): 15%
- Physical impairment (fractures, burns, deformities ...): 60%

#### 2- Cause of Impairment (n:110)

- War: 24%
- Accident (Road accident, Domestic accident): 33%
- Natural (From birth / congenital, illness, degenerative): 36%
- Violence: 3%
- Depression due to poverty: 4%

#### 3- Assistance for their impairment (n:110)

- Yes, assistive devices: 80%
- Yes, medical assistance: 15%
- No, never received any assistance: 4%
- Yes, psychological assistance: 2%
- Did not answer: 1%

#### 4- Inability to access assistance (n:88)

- Security issues: 1%
- Waiting for service reply: 18%
- Too far / Transport issues: 7%
- Not applicable. Was able to get care needed: 1%
- No services available: 18%
- Felt it was unnecessary: 9%
- Did not know where to go: 27%
- Don’t know / didn’t answer: 16%
- Couldn’t communicate in the same language as the service...: 1%
- Couldn’t afford user fees: 22%
**4.1- Chronic Diseases**

**Other Nationalities (Total Surveyed 1627)**

(Eritrea/ Ethiopia / Iraq / Somalia / South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

1. **Report of members with at least one chronic illness (n=304)**

![Graph showing common chronic conditions](image)

- Asthma: 14%
- Cancer: 24%
- Liver disease: 10%
- Heart disease: 7%
- Hypertension: 7%
- Kidney disease: 4%
- Mental illness: 3%
- Neurological disease: 1%
- Arthritis: 1%
- Colon: 1%
- Thyroid: 1%
- Eczema: 1%
- Renal failure: 1%
- Lung disease: 1%
- Rheumatoid: 1%
- Anemia: 1%

**Access to services for chronic conditions**

- 29% of those reporting a chronic medical condition who were not able to access medicine or other health services.
- 56% of those with chronic conditions who were able to access medicine or other health services.

2. **Ability to access services for individuals with chronic illnesses (n=169)**

![Bar chart showing access to services](image)

- Yes: 56%
- No: 29%
- Don't know: 15%

3. **Places were individuals received care for their chronic illnesses (n=169)**

![Bar chart showing places of care](image)

- NGO facility: 43%
- Private facility: 25%
- Public facility: 24%
- UNHCR Health Partner: 10%
- Pharmacy: 5%

4. **Reasons for inability to access care (n=83)**

- Could not afford user fees: 42%
- Service was not available at the facility: 17%
- Couldn’t communicate in the same language as the service: 17%
- Don’t know where to go: 13%
- Can’t afford transportation: 10%
- Couldn’t afford user fees: 8%
- No need for medication: 4%
- No time: 4%
- Facility refused: 4%
- Due to illness: 3%
- Don’t know / didn’t answer: 1%

5. **Cost of chronic medication**

- The median paid for chronic medication: 320 EGP

6. **Reasons for inability to access care (n=89)**

- Could not afford user fees: 42%
- Service was not available at the facility: 17%
- Couldn’t communicate in the same language as the service: 17%
- Don’t know where to go: 13%
- Can’t afford transportation: 10%
- Couldn’t afford user fees: 8%
- No need for medication: 4%
- No time: 4%
- Facility refused: 4%
- Due to illness: 3%
- Don’t know / didn’t answer: 1%

---

**UNHCR**

The UN Refugee Agency
Impairment

Other Nationalities (Total Surveyed 1627)
(Eritrea/ Ethiopia / Iraq / Somalia /South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

1- Different kind of Impairment (n:77)

- Physical impairment
- Sensory impairment (deaf, blind...)
- Intellectual impairment (developmental delay, etc, relating to cognitive abilities)
- Mental impairment (Specify: epilepsy, depression, PTSD, alcohol/ substance abuse, psychosis, medically...)
- Physical impairment (fractures, burns, deformities...)

2- Cause of Impairment (n:77)

- Accident (Road accident, Domestic accident)
- Natural (From birth / congenital, illness, degenerative)
- Infection
- Violence
- War

3- Assistance for their impairment (n:77)

- Yes, assistive devices
- Yes, medical assistance
- No, never received any assistance
- Yes, psychological assistance

4- Inability to access assistance (n:54)

- Waiting for service reply
- Too far / Transport issues
- Not applicable. Was able to get care needed
- No services available
- Felt it was unnecessary
- Due to COVID-19, specify
- Did not know where to go
- Don’t know / didn’t answer
- Couldn’t communicate in the same language as the service...
- Couldn’t afford user fees
- Inability to access assistance

5% Households members with at least one impairment
53% with Physical impairment
18% with Sensory impairment
14% with Mental impairment
40% Natural cause of impairment
26% Impairment caused by Accident
13% Receiving assistance for impairment
70% Never received any assistance
26% Received medical assistance
3% Received assistive devices
30% Couldn’t afford user fees
26% No services available
13% Waiting for service reply
9% Did not know where to go
5.1- Access to Health Care in the Last Three Months

- 21% of the household members needed access to health care services in the past 3 months.
- Among those who sought care 83% were able to obtain it at the first point of care, and among those who obtained care, 78% had to pay for it.
- 47% of the household members who sought care at the first place, did so at a private facility, 37% sought care at a Public Facility, 9% received care at an NGO clinic, and 3% at a Pharmacy, paying a median of 300 EGP for the first health care services, of which 86% were not refunded the amount paid, 3% were partially refunded and 2% were fully refunded.
- 15% of the household members reported not being able to obtain health care despite seeking it, 46% of those reported that they couldn't afford user fees, 22% reported that Health center refused to provide services, and 18% do not like the health services/staff.
- 20% of the household members that needed access to health care services in the past 3 months required authorization from (Government/ UNHCR/ Other) prior to accessing care, of which 71% were able to get the authorization and 21% were not able to obtain it due to Contact person was not accessible (27%). Did not get the authorization when asked (22%) and 31% did not provide an answer.
- 89% of households members who sought care, were satisfied with the healthcare services received from the first place.
- 10% out of the of households members who sought care, were referred or sought care elsewhere, while 87% were not.
- Among those who were referred elsewhere, 45% sought care at a Private Clinic / Hospital, 40% received care at a Public Facility, and 8% at an NGO clinic.
- Among those who were referred elsewhere, 75% paid for the services, paying a median of 500 EGP for the referral services, of which 87% were not refunded the amount paid, 3% were partially refunded and 8% were fully refunded.
- 61% of the household members who were referred, were able to get the health care services at the referred place, and 31% were not able to get the services.
- 65% out of the household members who were not able to get the health care services at the referred place, reported the reason not being able to afford user fees, 12% reported that Health center refused to provide services, and 12% do not like the health services/staff.
- 88% of households members who were referred or sought care elsewhere, were satisfied with the healthcare services received at the second facility.
5.2 - Access to Health Services and Health Seeking Behavior

- 75% of the surveyed head of the household seek care when a household member is sick at a Hospital, 51% at a Public Clinics / Hospitals, 31% at Private Clinics / Hospitals and 13% at an NGO facility (charity, faith based organization).
- The Median health expenditure of the household in the last month was 800 EGP with a median of 250 EGP spent on consultation fee, Median of 300 EGP on diagnostics tests, Median of 400 EGP on medication and a median of 300 EGP on hospitalization fees.
- To cover healthcare expenditure, 65% of the surveyed head of the household who spent money on healthcare relied on their wages to cover health expenditure, 27% of them relied on loans and borrowing, while 14% relied on community participation and 10% on their savings.

5.3 - Hospitalizations during the last year

- 5% of the surveyed household members reported being hospitalized in the past year, which 60% of those were an emergency, and 41% were planned.
- 65% of hospitalization was in a public hospitals while 35% were in a private hospitals.
- 48% of the household members who were hospitalized were self-referral, verse 25% were referred by a public facility and 17% were referred by a private facility / private doctor, with a median hospitalization stay of 1 day.
- 71% of the hospitalized household members had to pay for their hospitalization, with a median payment of 2400 EGP.
5- Access and Knowledge of Health Services

5.4 Knowledge of available health services and coverage

- 63% of the surveyed household heads knew that all refugees can access healthcare services at public (governmental) primary health care facilities on equal footing with Egyptians.
- 60% of the household heads reported knowing that all refugees can access healthcare services at public (governmental) primary health care facilities on equal footing with Egyptians.
- 49% of the surveyed household heads knew that they can access chronic diseases care through UNHCR’s health partner clinics with small user contribution fees.
- 48% of the surveyed household heads knew that can receive free hospital care for most of the critical medical conditions through the UNHCR referral care program.
- 53% of the surveyed household heads knew that pregnant women can get a financial assistance from UNHCR that covers the delivery cost at public facilities.
- 93% of the surveyed households heads knew that refugees in Egypt get issued any legal residency documents, either by UNHCR or the government.
- 65% of the surveyed household heads reported having a valid legal residency card, of which 79% the legal residency document was issued in the state/city they are currently live in.
- 35% of the surveyed household heads reported not having a valid legal residency card; reason of prevention was being in process of obtaining the document (43%), Lack of ID documents (23%), and Cost of getting the document (21%).
- 5% of the household heads surveyed with non valid legal residency card reported being denied himself or a member of his family health services due the lack of documentation, of which 60% denied at a public facility and 35% denied at UNHCR health partners, and 5% denied at a private facility.
5.1 - Access to Health Care in the Last Three Months

**All Nationalities (Total Surveyed 3923)**

1- Barriers to accessing services at the first point and second point of care (n:125/26)

- **First point of care**
  - **Could not afford user fees (want free)**: 65%
  - **Could not communicate in the same language as the service provider**: 2%
  - **Don’t know / didn’t answer**: 13%
  - **Didn’t know where to go**: 5%
  - **Don’t like the health services/staff**: 18%
  - **Lack of identity documents**: 2%
  - **Could not get time off work / Caring for other children**: 2%
  - **Health centre refuse to provide services**: 22%
  - **Too far / Transport issues**: 5%
  - **Couldn’t find the service**: 4%

- **Second point of care**
  - **Healthcare needs**: 46%
  - **Required authorization**: 4%
  - **Required authorization prior to accessing care**: 8%

2- Refund of the amount paid (n:534/38)

- **Yes, but only partially**: 3%
- **Yes, the whole amount**: 8%
- **Don’t know / didn’t answer**: 3%

3- Point of care accessed by the individuals in the last 3 months (n:828/84)

- **EGP 300**
  - The median cost for care in first facility
  - **Second point of care**: 10%
  - **First point of care**: 61%

- **EGP 500**
  - The median cost for care in second facility
  - **Second point of care**: 75%
  - **First point of care**: 88%

4- The reason for being denied the authorization (n:45)

- **Did not think that I get authorisation even if I ask**: 9%
- **Service refused**: 2%
- **Lost the card**: 2%
- **Time was too short to ask for authorization**: 4%
- **My personal preference to decide where to go for service**: 2%
- **Don’t know / didn’t answer**: 31%
- **Did not get the authorisation when asked**: 22%
- **Did not know the contact person address or telephone**: 7%
- **Contact person was not accessible**: 27%
5.1- Access to Health Care in the Last Three Months

Syrian (Total Surveyed 2296)

1- Barriers to accessing services at the first point and second point of care (n:63/10)

- First point of care:
  - Couldn’t afford user fees (want free): 70%
  - Couldn’t communicate in the same language as the service provider: 56%
  - Don’t know / didn’t answer: 2%
  - Didn’t know where to go: 0%
  - Don’t like the health services/staff: 3%
  - Health centre refuse to provide services: 0%
  - Too far / Transport issues: 11%

- Second point of care:
  - Couldn’t afford user fees (want free): 0%
  - Couldn’t communicate in the same language as the service provider: 0%
  - Don’t know / didn’t answer: 0%
  - Didn’t know where to go: 0%
  - Don’t like the health services/staff: 24%
  - Health centre refuse to provide services: 20%
  - Too far / Transport issues: 8%

2- Refund of the amount paid (n:376/25)

- Yes, the whole amount:
  - Second Facility: 96%
  - First Facility: 89%

- Yes, but only partially:
  - Second Facility: 4%
  - First Facility: 0%

- No:
  - Second Facility: 0%
  - First Facility: 0%

- Don’t know / didn’t answer:
  - Second Facility: 4%
  - First Facility: 0%

3- Point of care accessed by the individuals in the last 3 months (n:828/84)

- First Facility:
  - NGOs: 64%
  - Private Clinic / Hospital: 65%
  - Public Facility: 27%
  - Pharmacy: 26%

- Second Facility:
  - NGOs: 3%
  - Private Clinic / Hospital: 0%
  - Public Facility: 3%
  - Pharmacy: 2%

4- The reason for being denied the authorization (n:45)

- Did not think that I get authorisation even if I ask: 7%
- Service refused: 4%
- Don’t know / didn’t answer: 37%
- Did not get the authorisation when asked: 22%
- Did not know the contact person address or telephone: 4%
- Contact person was not accessible: 33%
5.1- Access to Health Care in the Last Three Months

Other Nationalities (Total Surveyed 1627)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

1- Barriers to accessing services at the first point and second point of care (n:62/16)

<table>
<thead>
<tr>
<th>Barriers</th>
<th>First Facility</th>
<th>Second Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Couldn't afford user fees (want free)</td>
<td>35%</td>
<td>63%</td>
</tr>
<tr>
<td>Couldn't communicate didn't answer in the same language as the service provider</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>Don't know / Didn't know where to go</td>
<td>13%</td>
<td>15%</td>
</tr>
<tr>
<td>Don't like the health services/staff</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Lack of identity documents</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>Couldn't get time off work / Caring for other children</td>
<td>0%</td>
<td>5%</td>
</tr>
<tr>
<td>Health centre refuse to provide services</td>
<td>26%</td>
<td>0%</td>
</tr>
<tr>
<td>Too far / Transport issues</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Couldn't find the service</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>% of those requiring authorization, were able to get it</td>
<td>84%</td>
<td>0%</td>
</tr>
</tbody>
</table>

2- Refund of the amount paid (n:158/13)

<table>
<thead>
<tr>
<th>Refund</th>
<th>First Facility</th>
<th>Second Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, but only partially</td>
<td>9%</td>
<td>8%</td>
</tr>
<tr>
<td>Yes, the whole amount</td>
<td>6%</td>
<td>23%</td>
</tr>
<tr>
<td>No</td>
<td>69%</td>
<td>78%</td>
</tr>
</tbody>
</table>

3- Point of care accessed by the individuals in the last 3 months (n:333/41)

<table>
<thead>
<tr>
<th>Point of care</th>
<th>First Facility</th>
<th>Second Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>NGO clinic</td>
<td>18%</td>
<td>23%</td>
</tr>
<tr>
<td>Private Clinic / Hospital</td>
<td>52%</td>
<td>56%</td>
</tr>
<tr>
<td>Public Facility</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>% of individuals paid for the health care services given</td>
<td>61%</td>
<td>0%</td>
</tr>
<tr>
<td>% satisfied with the healthcare services</td>
<td>84%</td>
<td>0%</td>
</tr>
</tbody>
</table>

4- The reason for being denied the authorization (n:18)

<table>
<thead>
<tr>
<th>Reason</th>
<th>First Facility</th>
<th>Second Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not think that I get authorisation even if I ask</td>
<td>11%</td>
<td>0%</td>
</tr>
<tr>
<td>Lost the card</td>
<td>6%</td>
<td>0%</td>
</tr>
<tr>
<td>Time was too short to ask for authorization</td>
<td>11%</td>
<td>0%</td>
</tr>
<tr>
<td>My personal preference to decide where to go for...</td>
<td>6%</td>
<td>0%</td>
</tr>
<tr>
<td>Don't know / didn't answer</td>
<td>22%</td>
<td>0%</td>
</tr>
<tr>
<td>Did not get the authorisation when asked</td>
<td>22%</td>
<td>0%</td>
</tr>
<tr>
<td>Did not know the contact person address or telephone</td>
<td>11%</td>
<td>0%</td>
</tr>
<tr>
<td>Contact person was not accessible</td>
<td>17%</td>
<td>0%</td>
</tr>
</tbody>
</table>

20% Household member needed health care in the last 3 months

38% Required authorization prior to accessing care

84% Of those requiring authorization, were able to get it

78% Individuals were able to get health care

61% Individuals paid for the health care services given

84% satisfied with the healthcare services

EGP 260 The median cost for care in first facility

Second point of care

12% Individuals were referred somewhere else

56% Individuals were able to get health care services

57% Individuals paid for the health care services given

EGP 735 The median cost for care in second facility

78% Individuals who sought care at second facility were satisfied
5.2- Access to Health Services and Health Seeking Behavior

**All Nationalities (Total Surveyed 1120)**

1- How the head of the household manage to pay for the health-related expenditure (n:599)

- **Remittances**
- **Wage**
- **Savings**
- **Loan/borrow**
- **Community participation**
- **UNHCR**
- **NGO facility (charity, faith based organization)**

2- Place where they seek help when a household member is sick (n:1120)

- **Hospitals**: 75%
- **Public Clinics / Hospitals**: 51%
- **Private Clinics / Hospitals**: 31%
- **Pharmacy**: 9%
- **Don't know / didn't answer**: 6%
- **NGO facility (charity, faith based organization)**: 13%
- **Stay at home**: 4%
5.2- Access to Health Services and Health Seeking Behavior

Syrian (Total Surveyed 560)

1- How the head of the household manage to pay for the health-related expenditure (n:372)

- Remittances: 71%
- Wage: 4%
- Savings: 2%
- Loan/borrow: 3%
- Community participation: 1%
- UNHCR: 3%
- Did not answer: 1%
- NGO facility (charity, faith based organization): 3%

2- Place where they seek help when a household member is sick (n:560)

- Hospitals: 79%
- Don't know / didn't answer: 3%
- Pharmacy: 14%
- Private Clinics / Hospitals: 48%
- Public Clinics / Hospitals: 41%
- NGO facility (charity, faith based organization): 6%

- 79% Household Heads seek care at a Hospitals
- 41% Household Heads seek care at a Public Clinics / Hospitals
- 48% Household Heads seek care at a Private Clinics / Hospitals
- EGP 1000 Median spent on health care
- EGP 300 Median spent on consultation fees
- EGP 330 Median spent on diagnostic tests
- EGP 445 Median spent on medication and medical supplies
- EGP 350 Median spent on hospitalization fees

- 71% Head of household managed to pay the health-related expenditure by wage
- 34% Head of household managed to pay the health-related expenditure by loan/borrow

UNHCR
The UN Refugee Agency
5.2 - Access to Health Services and Health Seeking Behavior

Other Nationalities (Total Surveyed 560)
(Eritrea/ Ethiopia / Iraq / Somalia / South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

1- How the head of the household manage to pay for the health-related expenditure (n:277)

- Remittances: 61%
- Wage: 16%
- Savings: 15%
- Loan/borrow: 19%
- Community participation: 15%
- NGO facility (charity, faith based organization): 1%

2- Place where they seek help when a household member is sick (n:560)

- Stay at home: 3%
- Hospitals: 71%
- Don't know / didn't answer: 9%
- Pharmacy: 4%
- Private Clinics / Hospitals: 14%
- Public Clinics / Hospitals: 61%
- NGO facility (charity, faith based organization): 20%
5.3- Hospitalizations during the last year

All Nationalities (Total Surveyed 3923)

1- The way the individual was admitted to the hospital (n:200)

<table>
<thead>
<tr>
<th>Hospitalization</th>
<th>5%</th>
<th>Individuals who were hospitalized in the last year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>60%</td>
<td>Hospitalized were for emergency</td>
</tr>
<tr>
<td></td>
<td>41%</td>
<td>Individuals were for Elective / Planned</td>
</tr>
<tr>
<td></td>
<td>65%</td>
<td>Individuals were hospitalized in a private facility</td>
</tr>
<tr>
<td></td>
<td>35%</td>
<td>Individuals were hospitalized in a public facility</td>
</tr>
<tr>
<td></td>
<td>48%</td>
<td>Individuals were admitted by self-referral</td>
</tr>
<tr>
<td></td>
<td>25%</td>
<td>Individuals were referred by public facility</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Referred by UNHCR referral partner (E.g.: Save the Children)</th>
<th>9%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referred by public facility</td>
<td>25%</td>
</tr>
<tr>
<td>Referred by private facility / private doctor</td>
<td>17%</td>
</tr>
<tr>
<td>Referred by an NGO / Charity organization</td>
<td>2%</td>
</tr>
</tbody>
</table>

2- Type of Hospital the individual was admitted to (n:200)

<table>
<thead>
<tr>
<th>Hospitalization</th>
<th>65%</th>
<th>Public hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>35%</td>
<td>Private hospital</td>
</tr>
</tbody>
</table>

3- Household who had to pay for the hospitalization (n:200)

<table>
<thead>
<tr>
<th>Hospitalization</th>
<th>71%</th>
<th>Yes, 71%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>29%</td>
<td>No, 30%</td>
</tr>
</tbody>
</table>

2400 EGP
The median cost for hospitalization

7 Days
The average days stayed in the hospital

1 Day
The median days stayed in the hospital
5.3 - Hospitalizations during the last year

**Syrian (Total Surveyed 2296)**

### 1- The way the individual was admitted to the hospital (n:86)

- **Self-referral**: 41%
- **Referred by UNHCR referral partner (E.g.: Save the Children)**: 6%
- **Referred by public facility**: 20%
- **Referred by private facility / private doctor**: 34%

### 2- Type of Hospital the individual was admitted to (n:86)

- **Public hospital**: 44%
- **Private hospital**: 56%

### 3- Household who had to pay for the hospitalization (n:86)

- **Yes, 77%**
- **No, 23%**

**Hospitalizations**

- **4%**: Individuals who were hospitalized in the last year
- **77%**: Hospitalized were for emergency
- **23%**: Individuals were for Elective / Planned
- **56%**: Individuals were hospitalized in a private facility
- **44%**: Individuals were hospitalized in a public facility
- **41%**: Individuals were admitted by self-referral
- **34%**: Individuals were referred by private facility
- **77%**: Hospitalized household members who had to pay for their hospitalization

**Cost and Stay**

- **4000 EGP**: The median cost for hospitalization
- **5 Days**: The average days stayed in the hospital
- **1 Day**: The median days stayed in the hospital
5.3- Hospitalizations during the last year

Other Nationalities (Total Surveyed 1627)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

1- The way the individual was admitted to the hospital (n:114)

- Self-referral: 53%
- Referred by UNHCR referral partner (e.g.: Save the Children): 11%
- Referred by public facility: 28%
- Referred by private facility / private doctor: 4%
- Referred by an NGO / Charity organization: 4%

2- Type of Hospital the individual was admitted to (n:114)

- Public hospital: 81%
- Private hospital: 19%

3- Household who had to pay for the hospitalization (n:114)

- Yes, 66%
- No, 34%

- Hospitalization: 7%
- Hospitalized were for emergency: 46%
- Individuals were for Elective / Planned: 54%
- Individuals were hospitalized in a public facility: 81%
- Individuals were admitted by self-referral: 53%
- Individuals were referred by public facility: 28%
- Individuals were admitted by self-referral: 66%
- Hospitalized household members who had to pay for their hospitalization: 1750 EGP
- The median cost for hospitalization: 1750 EGP
- The average days stayed in the hospital: 4 Days
- The median days stayed in the hospital: 1 Day
- Public hospital
- Private hospital

UNHCR
The UN Refugee Agency
5.4- Knowledge of available health services and coverage

**All Nationalities (Total Surveyed 1120)**

1- Prevention cause of getting the residency document (n:388)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>In process of obtaining the document</td>
<td>43%</td>
</tr>
<tr>
<td>No time</td>
<td>4%</td>
</tr>
<tr>
<td>Illness</td>
<td>1%</td>
</tr>
<tr>
<td>Lack of ID documents</td>
<td>23%</td>
</tr>
<tr>
<td>Don’t know where to apply to get it</td>
<td>6%</td>
</tr>
<tr>
<td>Don’t know / didn’t answer</td>
<td>5%</td>
</tr>
<tr>
<td>Cost of getting the document</td>
<td>21%</td>
</tr>
</tbody>
</table>

2- Denied any health services due to lack of documents (n:388)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t know / didn’t answer</td>
<td>6%</td>
</tr>
<tr>
<td>Yes</td>
<td>5%</td>
</tr>
<tr>
<td>No</td>
<td>89%</td>
</tr>
</tbody>
</table>

3- Facilities denied access to health services due to lack of documents (n:20)

<table>
<thead>
<tr>
<th>Setting</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public facility</td>
<td>60%</td>
</tr>
<tr>
<td>UNHCR health partners</td>
<td>35%</td>
</tr>
<tr>
<td>Private Hospital</td>
<td>5%</td>
</tr>
</tbody>
</table>
5.4- Knowledge of available health services and coverage

**Syrian (Total Surveyed 560)**

1- Prevention cause of getting the residency document (n:176)

<table>
<thead>
<tr>
<th>Reason</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>In process of obtaining the document</td>
<td>46%</td>
</tr>
<tr>
<td>No time</td>
<td>5%</td>
</tr>
<tr>
<td>Illness</td>
<td>1%</td>
</tr>
<tr>
<td>Lack of ID documents</td>
<td>18%</td>
</tr>
<tr>
<td>Don’t know where to apply to get it</td>
<td>4%</td>
</tr>
<tr>
<td>Don’t know / didn’t answer</td>
<td>5%</td>
</tr>
<tr>
<td>Cost of getting the document</td>
<td>28%</td>
</tr>
</tbody>
</table>

2- Denied any health services due to lack of documents (n:176)

<table>
<thead>
<tr>
<th>Reason</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>3%</td>
</tr>
<tr>
<td>No</td>
<td>88%</td>
</tr>
<tr>
<td>Don’t know / didn’t answer</td>
<td>9%</td>
</tr>
</tbody>
</table>

3- Facilities denied access to health services due to lack of documents (n:6)

<table>
<thead>
<tr>
<th>Facility</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public facility</td>
<td>33%</td>
</tr>
<tr>
<td>UNHCR health partners</td>
<td>50%</td>
</tr>
<tr>
<td>Private Hospital</td>
<td>17%</td>
</tr>
</tbody>
</table>
5.4 - Knowledge of available health services and coverage

Other Nationalities (Total Surveyed 560)
(Edirneo / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

1- Prevention cause of getting the residency document (n:212)

- In process of obtaining the document: 40%
- No time: 3%
- Illness: 1%
- Lack of ID documents: 28%
- Don’t know where to apply to get it: 8%
- Don’t know / didn’t answer: 5%
- Cost of getting the document: 15%

2- Denied any health services due to lack of documents (n:212)

- Yes: 6%
- No: 90%
- Don’t know / didn’t answer: 4%

3- Facilities denied access to health services due to lack of documents (n:14)

- Public facility: 71%
- UNHCR health partners: 29%
6.1- Covid-19 Vaccination (Adults over 18 years old)

- 63% of all surveyed household members received vaccinations against COVID-19, of those received the vaccination, 21% received 1 dose so far, 71% received 2 doses, and 8% received 3 doses so far.
- Out of the surveyed household members who received vaccinations against COVID-19, 83% received the vaccination at a Public Clinics / Hospitals, 8% at the UNHCR Health Partner (Caritas, Save the Children), 2% at an NGO facility (charity, faith-based organization) and 2% in another country.
- 4% of the surveyed household members who received the vaccination paid a fee for receiving the vaccine with a median cost of 400EGP, while 94% did not pay any fee for receiving the vaccine.
- 35% of all surveyed household members did not receive any vaccinations against COVID-19, reason was, 36% they do not trust vaccine, 13% did not answer, 9% didn’t know where to go, 9% no time as I had to work / care for children, 7% were pregnant and 6% Fear of sharing personal information.

6.2- COVID-19 Knowledge, attitude and practice

- 66% of the surveyed household members answered that Wearing a mask in public places is the way to protect himself and the household members from the Covid-19, 54% Washing hands frequently with soap and water, 47% Using hand sanitizer, 33% Staying at home and 25% Physical distancing ( > 1m from others, avoid touching).
- 62% of households surveyed would seek care for Covid-19 infection, at a public facility (42%), the reaming would seek care at a pharmacy (27%), Private Clinics / Hospitals (14%), the UNHCR Health Partner (15%), NGO facility (charity, faith based organization) (7%), and 6% answered to stay at home.
- When asked if the household member knows if COVID care is free of charge, 36% didn’t know, 25% answered No, vs 39% answered yes.
- When asked if the household member have any concerns or worries about you or any of your family members receiving a COVID-19 vaccine, 69% answered NO, while 29% answered YES and 2% did not know or didn’t answer.
6.1 - Covid-19 Vaccination (Adults over 18 years old)

**All Nationalities (Total Surveyed 2314)**

1- Places of vaccination (n: 1464)

- Public Clinics / Hospitals, 83%
- UNHCR Health Partner (Caritas, Save the Children), 8%
- NGO facility (charity, faith-based organization), 2%
- Don't know / didn't answer, 3%
- Another Country, 2%

2- Number of Covid-19 doses (n: 1464)

- 1 Dose: 71%
- 2 Dose: 21%
- 3 Dose: 8%

3- Vaccinations of Covid-19 (n: 2314)

- Yes: 63%
- No: 35%
- Don't know / didn't answer: 2%

4- Reason for not receiving the vaccine (n: 802)

- Underage: 1%
- Staying at home: 2%
- Illness: 3%
- Pregnant: 7%
- Vaccine unavailable at the clinic / hospital: 3%
- Too far / transportation issue: 2%
- Couldn't afford service fees: 1%
- Service provider refused to provide me with service: 3%
- Don't have valid ID documents: 2%
- No time as I had to work / care for children: 9%
- No information about immunization: 4%
- Has an appointment in the future: 2%
- Had COVID-19 in the past: 2%
- Fear of sharing personal information: 6%
- Do not trust vaccine: 36%
- Didn't know where to go: 9%
- Don't know / didn't answer: 13%
- Family member or friend advised against it: 1%

- Median cost for vaccination: 400 EGP

- Households members who received vaccinations: 63%
- Households members who did not receive vaccinations: 35%
- Households members who received 1 dose: 21%
- Households members who received 2 doses: 71%
- Households members who received 3 doses: 8%
- Households members who did not pay any fee for vaccination: 94%
- Households members who did pay any fee for receiving the vaccine: 4%
- Households members who did not receive the vaccine cause of not trusting the vaccine: 36%
- Households members who took the vaccine at a Public Clinics / Hospitals: 83%
- Households members who took the vaccine at a UNHCR Health Partner: 8%
6.1- Covid-19 Vaccination (Adults over 18 years old)

Syrian (Total Surveyed 1409)

1- Places of vaccination (n: 907)

- Public Clinics / Hospitals, 92%
- NGO facility (charity, faith-based organization), 1%
- UNHCR Health Partner (Caritas, Save the Children), 1%
- Another Country, 2%

2- Number of Covid-19 doses (n: 907)

- 1 Dose: 77%
- 2 Dose: 20%
- 3 Dose: 3%

3- Vaccinations of Covid-19 (n: 1409)

- Yes: 64%
- No: 34%
- Don't know / didn’t answer: 2%

4- Reason for not receiving the vaccine (n: 479)

- Underage: 1%
- Staying at home: 2%
- Illness: 3%
- Pregnant: 5%
- Vaccine unavailable at the clinic / hospital: 3%
- Too far / transportation issue: 1%
- Couldn’t afford service fees: 1%
- Service provider refused to provide me with service: 3%
- Don’t have valid ID documents: 1%
- No time as I had to work / care for children: 8%
- No information about immunization: 4%
- Has an appointment in the future: 2%
- Had COVID-19 in the past: 3%
- Fear of sharing personal information: 7%
- Do not trust vaccine: 43%
- Didn’t know where to go: 2%
- Don’t know / didn’t answer: 16%
- Family member or friend advised against it: 2%

- 64% Household members received vaccinations
- 34% Households members did not receive vaccinations
- 20% out of the ones receiving vaccines, received 1 dose
- 73% Households members received 2 dose of vaccination
- 7% Households members received 3 dose of vaccination
- 96% Households members did not pay any fee for receiving the vaccine
- 2% Households members did pay any fee for receiving the vaccine
- 400EGP Median cost for vaccination
- 43% Households members did not receive the vaccine cause of not trusting the vaccine
- 92% Households members took the vaccine at a Public Clinics / Hospitals
- 2% Households members took the vaccine in another country
**6.1 - Covid-19 Vaccination (Adults over 18 years old)**

**Other Nationalities (Total Surveyed 905)**
(>Ethiopia / Iraq / Somalia / South Sudan / Yemen / Sudan / Afghanistan / Burundian / Cameroonian / Guinean / Jordan / Nigerian / Tunisian / Turkish.)

<table>
<thead>
<tr>
<th>1 - Places of vaccination (n: 557)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Clinics / Hospitals, 68%</td>
</tr>
<tr>
<td>UNHCR Health Partner (Caritas, Save the Children), 20%</td>
</tr>
<tr>
<td>Another Country, 2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2 - Number of Covid-19 doses (n: 557)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Dose, 68%</td>
</tr>
<tr>
<td>2 Dose, 22%</td>
</tr>
<tr>
<td>3 Dose, 10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3 - Vaccinations of Covid-19 (n: 905)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t know / didn’t answer, 3%</td>
</tr>
<tr>
<td>No, 36%</td>
</tr>
<tr>
<td>Yes, 61%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4 - Reason for not receiving the vaccine (n:323)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Underage, 1%</td>
</tr>
<tr>
<td>Staying at home, 2%</td>
</tr>
<tr>
<td>Illness, 3%</td>
</tr>
<tr>
<td>Pregnant, 10%</td>
</tr>
<tr>
<td>Vaccine unavailable at the clinic / hospital, 3%</td>
</tr>
<tr>
<td>Too far / transportation issue, 2%</td>
</tr>
<tr>
<td>Couldn’t afford service fees, 2%</td>
</tr>
<tr>
<td>Service provider refused to provide me with service, 2%</td>
</tr>
<tr>
<td>Don’t have valid ID documents, 4%</td>
</tr>
<tr>
<td>No time as I had to work / care for children, 5%</td>
</tr>
<tr>
<td>No information about immunization, 12%</td>
</tr>
<tr>
<td>Has an appointment in the future, 2%</td>
</tr>
<tr>
<td>Had COVID-19 in the past, 1%</td>
</tr>
<tr>
<td>Fear of sharing personal information, 3%</td>
</tr>
<tr>
<td>Do not trust vaccine, 25%</td>
</tr>
<tr>
<td>Didn’t know where to go, 9%</td>
</tr>
<tr>
<td>Don’t know / didn’t answer, 9%</td>
</tr>
<tr>
<td>Family member or friend advised against it, 1%</td>
</tr>
</tbody>
</table>

- **62%** Household members received vaccinations
- **36%** Households members did not receive vaccinations
- **22%** out of the ones receiving vaccines, received 1 dose
- **68%** Households members received 2 dose of vaccination
- **10%** Households members received 3 dose of vaccination
- **91%** Households members did not pay any fee for receiving the vaccine
- **6%** Households members did pay any fee for receiving the vaccine
- **250EGP** Median cost for vaccination
- **25%** Households members did not receive the vaccine cause of not trusting the vaccine
- **68%** Households members took the vaccine at a Public Clinics / Hospitals
- **20%** Households members took the vaccine at a UNHCR Health Partner

---

**UNHCR**
The UN Refugee Agency
### All Nationalities (Total Surveyed 1120)

#### 1- Protection against COVID-19 (n: 1120)

<table>
<thead>
<tr>
<th>Prevention Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical distancing ( &gt; 1m from others, avoid touching)</td>
<td>25%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>8%</td>
</tr>
<tr>
<td>Staying at home</td>
<td>33%</td>
</tr>
<tr>
<td>Wearing a mask in public places</td>
<td>66%</td>
</tr>
<tr>
<td>Not touching face</td>
<td>5%</td>
</tr>
<tr>
<td>Using hand sanitizer</td>
<td>47%</td>
</tr>
<tr>
<td>Washing hands frequently with soap and water</td>
<td>54%</td>
</tr>
<tr>
<td>Hot drinks</td>
<td>2%</td>
</tr>
</tbody>
</table>

#### 2- Places to seek care in case of COVID-19 (n: 698)

<table>
<thead>
<tr>
<th>Place</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay at home</td>
<td>6%</td>
</tr>
<tr>
<td>UNHCR Health Partner (Caritas, Save the Children)</td>
<td>15%</td>
</tr>
<tr>
<td>Public Clinics / Hospitals</td>
<td>42%</td>
</tr>
<tr>
<td>Private Clinics / Hospitals</td>
<td>14%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>27%</td>
</tr>
<tr>
<td>NGO facility (charity, faith based organization)</td>
<td>7%</td>
</tr>
<tr>
<td>Don’t know / didn’t answer</td>
<td>12%</td>
</tr>
</tbody>
</table>

#### 3- Knowledge if COVID-19 care is free of charge (n:698)

- **Yes, care is free of charge**: 39%
- **Don’t know**: 36%
- **No, care is not free of charge**: 25%

---

**62%**
- Households Heads would seek care in case of Covid-19 infection

**42%**
- Households Heads would seek care in a Public Clinics / Hospitals

**27%**
- Households Heads would seek care in a Pharmacy

**39%**
- Households Heads know that COVID-19 care is free of charge

**36%**
- Households Heads do not know whether COVID-19 care is free of charge or not

**25%**
- Households Heads believe that COVID-19 care is not free of charge

**29%**
- Households Heads have concerns about receiving COVID-19 vaccine

**69%**
- Households Heads have no concerns about receiving COVID-19 vaccine

**66%**
- Households Heads wear masks to protect against Covid-19

**54%**
- Households Heads wash hands frequently with soap and water to protect against Covid-19
6.2- COVID-19 Knowledge, attitude and practice

Syrian (Total Surveyed 560)

1- Protection against COVID-19 (n: 560)

- Physical distancing (> 1m from others, avoid touching): 24%
- Don’t know: 8%
- Staying at home: 43%
- Wearing a mask in public places: 63%
- Not touching face: 3%
- Using hand sanitizer: 52%
- Washing hands frequently with soap and water: 39%
- Hot drinks: 2%

2- Places to seek care incase of COVID-19 (n: 416)

- Stay at home: 9%
- UNHCR Health Partner (Caritas, Save the Children): 7%
- Public Clinics / Hospitals: 39%
- Private Clinics / Hospitals: 18%
- Pharmacy: 35%
- NGO facility (charity, faith based organization): 4%
- Don’t know / didn’t answer: 14%

3- Knowledge if COVID-19 care is free of charge (n: 416)

- Yes, care is free of charge: 32%
- Don’t know: 36%
- No, care is not free of charge: 32%
6.2- COVID-19 Knowledge, attitude and practice

Other Nationalities (Total Surveyed 560)

- **50%** Households Heads would seek care incase of Covid-19 infection
- **45%** Households Heads would seek care in a Public Clinics / Hospitals
- **27%** Households Heads would seek care in UNHCR Health Partner
- **39%** Households Heads know that COVID-19 care is free of charge
- **36%** Households Heads do not know whether COVID-19 care is free of charge or not
- **15%** Households Heads believe that COVID-19 care is not free of charge
- **50%** Households heads have concerns about receiving COVID-19 vaccine
- **72%** Households heads have no concerns about receiving COVID-19 vaccine
- **70%** Households heads wear masks to protect against Covid-19
- **69%** Households heads Washes hands frequently with soap and water to protect against Covid-19

1- **Protection against COVID-19** (n: 560)

- **Physical distancing ( > 1m from others, avoid touching)**: 26%
- **Don’t know**: 8%
- **Staying at home**: 23%
- **Wearing a mask in public places**: 70%
- **Not touching face**: 6%
- **Using hand sanitizer**: 42%
- **Washing hands frequently with soap and water**: 69%
- **Hot drinks**: 2%

2- **Places to seek care incase of COVID-19** (n: 282)

- **Stay at home**: 2%
- **UNHCR Health Partner (Caritas, Save the Children)**: 27%
- **Public Clinics / Hospitals**: 45%
- **Private Clinics / Hospitals**: 7%
- **Pharmacy**: 16%
- **NGO facility (charity, faith based organization)**: 11%
- **Don’t know / didn’t answer**: 9%

3- **Knowledge if COVID-19 care is free of charge** (n: 282)

- **Yes, care is free of charge**: 50%
- **Don’t know**: 36%
- **No, care is not free of charge**: 14%
Thank you