Health access and utilization survey among refugees in Egypt
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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

14 surveyors and 1 supervisor underwent 1 day of training, including role play to familiarize on using the survey tool. The survey was carried out over the period between 3rd of December until the 13th of December.

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 & Others.

Data were entered using computers and analyzed using Microsoft Excel.

The extracted data were segregated into 4 sections, All Nationalities, Syrian, Sudanese and Other Nationalities for the below categories included in the survey.

1- Sample characteristics.

2- Child health.
   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 Services.
   5.2 Access to Health Services and Health Seeking Behavior.
   5.3 Hospitalizations during the last year.

6- Knowledge of Health Services.
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.

Response rates

➢ Overall

99% (3,542) of the 3,581 sample size received were contacted to participate in the study.

38% (1,354) of the contacted households answered, while 62% did not answer or did not fulfil criteria.

97% (1,316) of the households who answered accepted to participate, while 2% (26) refused, and 1% (12) were under 18 years old.

Out of the 2% who refused to participate, 81% were not interested, 15% was due to trust issues, 4% mentioned that the survey is too long.

➢ Per country of origin

- **Iraqi:** 100% contacted, 33% answered, 67% No answer + Wrong number, out of the answered 95% Completed survey, 5% Rejected and 0% were under 18 years old.

- **Syrian:** 97% contacted, 39% answered, 61% No answer + Wrong number, out of the answered 96% Completed survey, 4% Rejected and 0% were under 18 years old.

- **Yemeni:** 100% contacted, 43% answered, 57% No answer + Wrong number, out of the answered 92% Completed survey, 4% Rejected and 3% were under 18 years old.

- **Sudanese:** 100% contacted, 36% answered, 64% No answer + Wrong number, out of the answered 100% Completed survey, 0% Rejected and 0% were under 18 years old.

- **South Sudanese:** 100% contacted, 37% answered, 63% No answer + Wrong number, out of the answered 95% Completed survey, 4% Rejected and 1% were under 18 years old.

- **Eritrean:** 100% contacted, 46% answered, 54% No answer + Wrong number, out of the answered 94% Completed survey, 0% Rejected and 6% were under 18 years old.

- **Ethiopian:** 100% contacted, 37% answered, 63% No answer + Wrong number, out of the answered 98% Completed survey, 0% Rejected and 2% were under 18 years old.

- **Somali:** 100% contacted, 44% answered, 56% No answer + Wrong number, out of the answered 100% Completed survey, 0% Rejected and 0% were under 18 years old.

- **Other nationalities:** 100% contacted, 35% answered, 65% No answer + Wrong number, out of the answered 82% Completed survey, 9% Rejected and 9% were under 18 years old.
Context

In 2023, the refugee population underwent a radical demographic change due to the large influx of persons seeking international protection from the conflict in Sudan that erupted in mid-April. At the end of December 2022, the number of persons registered with UNHCR was 288,524. At the end of December 2023, the corresponding figure had risen to 472,800. Most of the increase were new arrivals from Sudan and the country overtook Syria as the most common country of origin among registered refugees and asylum seekers. In this report both the Syrian and Sudanese populations are analyzed separately. However, the sample size did not allow for separate analysis between newly arrived Sudanese and those who arrived before the onset of the conflict.

Demographics

At the time of the survey Syrians and Sudanese each constituted 37% percent of the population which is reflected in the sample. Among the Sudanese 58% of respondents reported that they had arrived during the year preceding the survey reflecting the large influx after the onset of conflict in the country. In the overall population, unemployment of heads of households had risen from 58% in 2022 to 62% in 2023, Sudanese being the group reporting the highest unemployment of 74% (compared with 47% among Syrians).

Child health

There is a worrying reduction in vaccine coverage. In 2022, 88% and 89% of all children between 9 months and 5 years of age reported having received measles and polio vaccinations respectively. In 2023 the figures had fallen to 80% and 86%. The influx of new refugees from Sudan is believed to have largely contributed to this overall deterioration in vaccination coverage; in the Sudanese population the figures for 2023 were 72% and 80% respectively. However, a reduction could also be seen in the Syrian population in which the figures fell from 89% and 93% to 84% and 91% respectively. In both the Sudanese and Syrian groups, the most commonly reported reason for not vaccinating their children was lack of information, even though in the Sudanese group an almost equally reported reason was lack of time. The proportion of children under five for which it was reported growth- and/or feeding difficulties during the month preceding the survey, was 15% in 2023 compared with 19% in 2022. The indicator growth/feeding difficulties does not equal malnutrition, but in a situation in which food security is decreasing this is an indicator to follow closely and it gives some reassurance that the proportion is not increasing.
Reproductive health

In 2023 66% of women with a child 2 years or younger reported getting ante-natal care (ANC) during their pregnancy. This is a reduction from the 73% that was reported in 2022. The increase in the proportion of Sudanese compared to Syrians has probably contributed to the reduction since only 58% of Syrians reported getting ANC. There was however also a significant reduction among the Syrian population that reported getting ANC during pregnancy with 81% in 2023 compared to 90% in 2022. For Syrians, the predominant reason was not affording the fees, while for Sudanese and other nationalities, lack of information reached similar levels of importance. The impact of fees among Syrians is probably related to their preference for getting ANC from private providers while Sudanese and other nationalities to a higher degree rely on public facilities.

A higher percentage reported having delivered at home; 7% in 2023 compared with 3% in 2022. This is clearly related to the Sudanese population, since the Syrian figure remains unchanged at 1% while in the Sudanese population 13% reported having delivered at home.

The percentage of women delivering through planned cesarean section is 30% which is a reduction from 34% in 2022. It is still very high by international comparison and a reflection of the Egyptian overall high cesarean rate. The Syrians have the highest reported percentage of planned c-section: 57% compared to 20% among Sudanese and 16% among other nationalities.

Since the data on ANC and deliveries concern a two-year period, much of what the Sudanese group reported will reflect the situation in Sudan as well as in Egypt since a large group just arrived and went through pregnancy and delivery in their country of origin.

Hopefully, we will see an increased proportion of Sudanese attending ANC and delivering in health facilities as they get access to Egyptian health care services.

Chronic diseases

There is no great difference between the figures reported in 2022 and 2023.

In 2022 18% of surveyed individuals reported having a chronic disease while in 2022 the corresponding figure was 20%. In 2023 69% reported having accessed treatment for their disease during the 3 months preceding the survey, while in 2022 the figure was 67%.

There is however a significant difference between the different refugee groups. Among Syrians, access to chronic care increased a little during 2023 when 78% reported receiving it compared to 74% in 2022. The corresponding figures in 2023 were for Sudanese 62% and for other nationalities 63%.

There is also a difference in where the services are obtained. 34% of Sudanese reported going straight to the pharmacy rather than to a health facility compared with 16% of Syrians and 18% among other nationalities.

In all groups, the leading two reported chronic diseases are Hypertension and Diabetes.
Access to care

In 2022, 21% of surveyed individuals reported needing healthcare (excluding chronic diseases) during the 3 months preceding the survey and 83% were able to receive the needed service at the first point of care. In 2023, the corresponding figures were 18% and 77%. Hence a slight decrease in reported access to care was recorded. The decrease is again attributed to the increase of the Sudanese population since in 2023 Syrians reported accessing the needed services at the first point of care while 68% of Sudanese and 79% of other nationalities reported the same. For all populations, not affording the fees was the main barrier to access.

Households reported increased costs for health care. For those households that had sought healthcare during the month preceding the survey, the median expenditure in 2023 was 1000 EGP compared with 800 EGP in 2022. The two expenditure posts that had increased were medication and diagnostic tests which corresponds to the expected effects of a weakened Egyptian currency.

There is a change in how households get money to pay for services; in 2023, 52% rely on wages, while in 2022 63% did the same. There is a corresponding increase in reliance on community participation that contributed to 19% of the households’ expenditure in 2023 while in 2022 the figure was 10%. The level of borrowing does not seem to have significantly increased, going from 27% to 28% which is reassuring.

Hospitalizations

The proportion reporting to have been hospitalized was in 2023 5% just as in 2022. However, while in 2022, 60% of hospitalizations were due to emergencies and 40% to elective procedures, the figures in 2023 were 72% and 28% respectively.

This indicates that access to hospital care might have decreased and to a higher extent only considered when very urgent. The percentage of persons reporting paying for hospital care increased from 71% to 75% and median cost of hospitalization increased from 2400 EGP to 3000 EGP.

Knowledge

There is a general decrease in knowledge about available services. In 2022, 63% of households knew that child vaccinations can be obtained for free in public facilities. In 2023, the figure was 44%.

In 2022, 60% of households knew that basic health services are available in public health facilities for refugees and asylum seekers on par with Egyptian citizens. In 2023, the figure was 44%. In 2022, roughly half of the households knew about the UNHCR NCD- and hospitalization programs, while in 2022, the figure had gone down to 36%.

This decrease can definitely be attributed to the newly arrived Sudanese that have not yet been reached by the same level of information as the refugee groups that have been here for some time. To find ways to disseminate information to this group is a priority for the health sector for 2024.
1- Sample characteristics

1- Household Members

- 1,316 households with 5,214 household members were surveyed, including 489 Syrian households with 1,939 household members, 491 Sudanese households with 2,009 household members and 336 Other Nationalities households with 1,266 household members.

- 37% of surveyed household heads were Syrian, 37% Sudanese, 9% South Sudanese, 7% Eritreans, 4% Ethiopians, 2% Yemenis, 2% Somalis, 1% Iraqi, and 1% Other.

- 52% of the household heads that conducted the survey were males and 48% were females.

- 49% of the household members (including household heads) were males and 51% were females.

- 55% of the household heads were married, 32% were never married, 8% were divorced or separated, and 4% widowed.

- 50% of the household members age 12 years and above, were never married, 42% were married, 4% were divorced or separated, and 3% were widowed. 0.3% between the age 12 & 18 years old reported being married. 40% of these were boys and 60% girls.

- 9% of household members were under 5 years old, 26% were between 5 and 18 years old, and 65% 18 years old and above.

- 66% of the household heads can read in any language, of which 88% can read and write in Arabic and 28% in English. 34% can neither read nor write in any language.

- 22% of household heads had tertiary level of education (Bachelor, Master, PhD), 28% had secondary level, 21% middle school level, 18% were in primary level of education, 3% vocational training and 7% with no formal education. 1% did not know.

- 24% of the household members above 18 years of age had tertiary level of education (Bachelor, Master, PhD), 25% secondary level, 20% middle school level, 16% primary level of education, 3% vocational training and 8% with no formal education. 4% did not know.

- 38% of household heads are working, whereof 88% wage-employed and 12% self-employed.

- 27% of household heads surveyed arrived in Egypt in 2023, 7% in 2022, 9% in 2021, 5% in 2020, 6% in 2019, 5% in 2018, 8% in 2017, 8% in 2016, 3% in 2015, 2% in 2014, 11% in 2013, 6% in 2012, 2% in 2011, and 1% before 2010.

- The governorates in which most reported residing were Giza (41%), Cairo (35%), Qalyubia and Alexandria (7% each).

- The most common districts of residence in Giza were Faisal (29%), 6th October (23%) and Imbaba and Ard El Lewa (10% each). In Cairo, the corresponding districts were Ain Shams (25%), Maadi (21%), and East Nasr City (13%).

- The average household size was 4.0 persons. 1% of households consisted of 10 persons, 2% of 9, 3% of 8, 7% of 7, 10% of 6, 15% of 5, 17% of 4, 15% of 3, 11% of 2 and 19% of only 1 person.
1- Sample characteristics

All Nationalities

1- Year of arrival to Egypt, by Household (n: 1316)

2- Distribution of household by governorate (n: 1316)

3- Age and sex distribution of Household Members (n: 5214)
1- Sample characteristics

**Syrian**

1- Year of arrival to Egypt, by Household (n: 489)

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>1%</td>
</tr>
<tr>
<td>2010</td>
<td>3%</td>
</tr>
<tr>
<td>2011</td>
<td>13%</td>
</tr>
<tr>
<td>2012</td>
<td>29%</td>
</tr>
<tr>
<td>2013</td>
<td>10%</td>
</tr>
<tr>
<td>2014</td>
<td>7%</td>
</tr>
<tr>
<td>2015</td>
<td>2%</td>
</tr>
<tr>
<td>2016</td>
<td>3%</td>
</tr>
<tr>
<td>2017</td>
<td>2%</td>
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<tr>
<td>2018</td>
<td>2%</td>
</tr>
<tr>
<td>2019</td>
<td>2%</td>
</tr>
<tr>
<td>2020</td>
<td>4%</td>
</tr>
<tr>
<td>2021</td>
<td>7%</td>
</tr>
<tr>
<td>2022</td>
<td>3%</td>
</tr>
<tr>
<td>2023</td>
<td>14%</td>
</tr>
</tbody>
</table>

2- Distribution of household by governorate (n: 489)

<table>
<thead>
<tr>
<th>Governorate</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cairo</td>
<td>24%</td>
</tr>
<tr>
<td>Giza</td>
<td>24%</td>
</tr>
<tr>
<td>Qalyubia</td>
<td>17%</td>
</tr>
<tr>
<td>Alexandria</td>
<td>12%</td>
</tr>
<tr>
<td>Sharkia</td>
<td>7%</td>
</tr>
<tr>
<td>Damietta</td>
<td>6%</td>
</tr>
<tr>
<td>Dakahlia</td>
<td>2%</td>
</tr>
<tr>
<td>Monufia</td>
<td>2%</td>
</tr>
<tr>
<td>Ismailia</td>
<td>1%</td>
</tr>
<tr>
<td>The Red Sea</td>
<td>1%</td>
</tr>
<tr>
<td>Elbeheira</td>
<td>1%</td>
</tr>
<tr>
<td>Matrouh</td>
<td>1%</td>
</tr>
<tr>
<td>Minya</td>
<td>1%</td>
</tr>
</tbody>
</table>

3- Age and sex distribution of Household Members (n: 1939)

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>45%</td>
</tr>
<tr>
<td>Female &lt; 5</td>
<td>4%</td>
</tr>
<tr>
<td>Female 5 to 17</td>
<td>12%</td>
</tr>
<tr>
<td>Female 18 to 35</td>
<td>16%</td>
</tr>
<tr>
<td>Female above 35</td>
<td>13%</td>
</tr>
<tr>
<td>Male</td>
<td>55%</td>
</tr>
<tr>
<td>Male &lt; 5</td>
<td>4%</td>
</tr>
<tr>
<td>Male 5 to 17</td>
<td>13%</td>
</tr>
<tr>
<td>Male 18 to 35</td>
<td>24%</td>
</tr>
<tr>
<td>Male above 35</td>
<td>14%</td>
</tr>
</tbody>
</table>

Female, 871 (45%)

Male, 1068 (55%)
**1- Sample characteristics**

**Sudanese**

<table>
<thead>
<tr>
<th>Response</th>
<th>492 Households contacted and asked to participate in the study</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>99.7% Of responding households accepted participation in the study</td>
</tr>
<tr>
<td></td>
<td>0.2% Refused or were too young for study participation</td>
</tr>
</tbody>
</table>

**Sample**

<table>
<thead>
<tr>
<th></th>
<th>491 Households surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2,009 Household members in surveyed households</td>
</tr>
<tr>
<td></td>
<td>4.1 The average number of members per household</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>59% Household heads are female</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10% Household members aged &lt;5 years</td>
</tr>
<tr>
<td></td>
<td>32% Household members aged from 5 to 17</td>
</tr>
</tbody>
</table>

**1- Year of arrival to Egypt, by Household (n: 491)**

**2- Distribution of household by governorate (n: 491)**

**3- Age and sex distribution of Household Members (n: 2009)**
1- Sample characteristics

Other Nationalities (Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

**Response**
- 354 Households contacted and asked to participate in the study
- 97% Of responding households accepted participation in the study
- 3% Refused or were too young for study participation

**Sample**
- 336 Households surveyed
- 1,266 Household members in surveyed households
- 3.8 The average number of members per household

**Percentage**
- 67% Household heads were unemployed
- 56% Household heads are female
- 9% Household members aged <5 years
- 26% Household members aged from 5 to 17

**1- Year of arrival to Egypt, by Household (n: 336)**

- 1% 2006
- 1% 2007
- 1% 2008
- 1% 2009
- 1% 2010
- 3% 2011
- 1% 2012
- 1% 2013
- 5% 2014
- 14% 2015
- 14% 2016
- 10% 2017
- 11% 2018
- 11% 2019
- 5% 2020
- 5% 2021
- 9% 2022
- 15% 2023

**2- Distribution of household by governorate (n: 336)**

- Cairo 53%
- Giza 43%
- Alexandria 2%
- Sharkia 1%

**3- Age and sex distribution of Household Members (n: 1266)**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>52%</td>
</tr>
<tr>
<td>Female &lt; 5</td>
<td>9%</td>
</tr>
<tr>
<td>Female 5 to 17</td>
<td>20%</td>
</tr>
<tr>
<td>Female 18 to 35</td>
<td>53%</td>
</tr>
<tr>
<td>Female above 35</td>
<td>18%</td>
</tr>
<tr>
<td>Male</td>
<td>48%</td>
</tr>
<tr>
<td>Male &lt; 5</td>
<td>10%</td>
</tr>
<tr>
<td>Male 5 to 17</td>
<td>28%</td>
</tr>
<tr>
<td>Male 18 to 35</td>
<td>51%</td>
</tr>
<tr>
<td>Male above 35</td>
<td>11%</td>
</tr>
</tbody>
</table>

**Pie Chart**

- Female, 657 (52%)
- Male, 609 (48%)
2- Child health

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

- Households with children < 5 years reported that they had information about immunization schedules for 80% of the children between 9 months and 5 years of age, while 20% did not have the information.
- 78% of the surveyed children > 8 months and < 5 years have an immunization card, 19% did not have and 3% did not answer.
- Measles or MMR vaccination coverage among eligible children > 8 months and < 5 years was 80%. 11% were not vaccinated and 9% did not know or answer.
- Among those received the vaccine, the majority receiving it in a Public health center (80%), while 15% received it before arrival, 2% at a Mobile vaccination team and Private health center, and 1% did not answer.
- The main reasons for Measles or MMR non-vaccination of eligible children was not knowing where to go for the vaccination (39%), No time cause of work/ care for children (33%), No information about immunization schedules (15%), Service is not available (9%), Couldn’t afford service fees (7%), Service provider refused to provide me with service (4%), and Too far/ transportation issue or due to illness (2%).
- For 3% of the children that had received measles or MMR vaccine, it was reported difficulties to obtain the vaccine. As reasons were mentioned rude staff, Did not know where to go for vaccines (22% each), could not afford transport and Long waiting periods (11% each).

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

- Polio vaccination coverage among eligible > 8 months and < 5 years children was 86%. 7% were not vaccinated and 8% did not know or answer.
- Among those received the vaccine, the majority receiving it in a Public health center (76%), Before arrival in (Host Country Name) (15%), Mobile vaccination team (6%), and Private health center (6%).
- The main reasons for Polio non-vaccination of eligible children was No information about immunization schedules (29%), Didn’t know where to go (25%), No time as I had to work/ care for children (18%), Couldn’t afford service fees (14%), Service is not available (11%), Service provider refused to provide me with service or Too far/ transportation issue (7%), and due to illness (4%).
- For 3% of the children that had received the Polio vaccination, it was reported difficulties to obtain the vaccine. As reasons were mentioned, they Did not know where to go for vaccines (27%), Long waiting periods and Staff was rude (18% each), and due to illness (9%).
### 2.1- Child Immunizations - (Measles or MMR injection)

#### All Nationalities (Total Surveyed 407)

1. **Place where child received measles vaccination (n:325)**
   - Before arrival in (Host Country Name): 15%
   - Don’t know / didn’t answer: 2%
   - Mobile vaccination team: 2%
   - Private health centre: 80%
   - Public health centre: 1%

2. **Coverage of vaccination (n:407)**
   - Measles or MMR injection:
     - Yes: 80%
     - No: 11%
     - Don't know: 9%
   - Polio vaccine:
     - Yes: 86%
     - No: 7%
     - Don't know: 8%

3. **Reasons why child did not receive Measles vaccination (n:46)**
   - Illness: 2%
   - Too far/ transportation issue: 2%
   - Service provider refused to provide me with service: 4%
   - Couldn’t afford service fees: 7%
   - No information about immunization schedules: 15%
   - No time as I had to work/ care for children: 33%
   - Didn’t know where to go: 39%

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80%
Household members under 5 with information on the immunization schedule

78%
Have an immunization card

80%
Children had received measles/MMR vaccine

80%
Of children that had received a measles or MMR vaccine, received it at a public health center

15%
Of children that had received a measles or MMR vaccine, received it before arrival to Egypt

39%
Among those who did not receive the vaccine the reason was that they didn’t know where to go

33%
Among those who did not receive the vaccine the reason was No time as I had to work/ care for children

3%
Among those who received the vaccine, faced difficulties obtaining measles vaccine

22%
Among those who faced difficulty getting the vaccine the reason was Staff was rude and Did not know where to go for vaccines
2.2- Child Immunizations - (Polio Vaccine)

All Nationalities (Total Surveyed 407)

1- Place where child received Polio vaccination (n:407)

<table>
<thead>
<tr>
<th>Place</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don't know / didn't answer</td>
<td>1%</td>
</tr>
<tr>
<td>Private health centre</td>
<td>2%</td>
</tr>
<tr>
<td>Mobile vaccination team</td>
<td>6%</td>
</tr>
<tr>
<td>Before arrival in [Host Country Name]</td>
<td>15%</td>
</tr>
<tr>
<td>Public health centre</td>
<td>76%</td>
</tr>
</tbody>
</table>

2- Reasons why child did not receive Polio vaccination (n:28)

- Couldn't afford service fees: 7%
- No information about immunization schedules: 11%
- Didn't know where to go: 18%
- No time as I had to work / care for children: 11%
- Illness: 7%
- Service is not available: 14%
- Service provider refused to provide me with service: 7%
- Too far / transportation issue: 25%

86% Children had received Polio vaccine
76% Children had received vaccine at a public health center
15% Children had received vaccine before arrival
29% Among those who did not receive the vaccine the reason was No information about immunization schedules
25% Among those who did not receive the vaccine the reason was they Didn’t know where to go
3% Households with children who faced difficulty obtaining polio vaccine
27% Among those who faced difficulty getting the vaccine the reason was they did not know where to go for vaccines
18% Among those who faced difficulty getting the vaccine the reason was Long waiting periods and Staff were rude
2.1 - Child Immunizations - (Measles or MMR injection)

Syrian (Total Surveyed 140)

1- Place where child received measles vaccination (n:117)

- Public health centre: 98%
- Mobile vaccination team: 1%
- Don’t know / didn’t answer: 1%
- Other: 0%

2- Coverage of vaccination (n:140)

- Measles or MMR injection: 12% Yes, 4% No, 84% Don’t know
- Polio vaccine: 6% Yes, 2% No, 91% Don’t know

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

- Too far/ transportation issue: 17%
- Illness: 17%
- No information about immunization schedules: 50%
- Didn’t know where to go: 33%

- 96% Household members under 5 with information on the immunization schedule
- 96% Have an immunization card
- 84% Children had received measles/MMR vaccine
- 98% Of children that had received a measles or MMR vaccine, received it at a public health center
- 50% Among those who did not receive the vaccine the reason was that they have No information about immunization schedules
- 33% Among those who did not receive the vaccine the reason was they didn’t know where to go
- 0% No Households with children faced difficulties obtaining measles vaccine
2.2- Child Immunizations - (Polio Vaccine)

**Syrian (Total Surveyed 140)**

- **91%**
  - Children had received Polio vaccine

- **91%**
  - Children had received vaccine at a public health center

- **7%**
  - Children had received vaccine at a Mobile vaccination team

- **67%**
  - Among those who did not receive the vaccine, the reason was No information about immunization schedules

- **33%**
  - Among those who did not receive the vaccine, the reason was Illness and Too far/transportation issue

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

- **100%**
  - Among those who faced difficulty getting the vaccine, they don't know/didn't answer regarding the reason

---

1- Place where child received Polio vaccination (n:128)

- **91%**
  - Public health centre

- **7%**
  - Mobile vaccination team

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

- **1%**
  - Before arrival in [Host Country Name]

---

2- Reasons why child did not receive Polio vaccination (n:3)

- **50%**
  - No information about immunization schedules

- **25%**
  - Too far/transportation issue

- **25%**
  - Illness

---

[Graph showing reasons and locations]
2.1- Child Immunizations - (Measles or MMR injection)

Sudanese (Total Surveyed 169)

1- Place where child received measles vaccination (n:169)

- Before arrival in (Host Country Name): 26%
- Don't know / didn’t answer: 4%
- Mobile vaccination team: 1%
- Private health centre: 5%
- Public health centre: 64%

2- Coverage of vaccination (n:169)

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measles or MMR injection</td>
<td>9%</td>
<td>20%</td>
<td>72%</td>
</tr>
<tr>
<td>Polio vaccine</td>
<td>10%</td>
<td>10%</td>
<td>80%</td>
</tr>
</tbody>
</table>

3- Reasons why child did not receive Measles vaccination (n:33)

- Service provider refused to provide me with service: 6%
- Couldn’t afford service fees: 6%
- Service is not available: 9%
- No information about immunization schedules: 12%
- Didn’t know where to go: 36%
- No time as I had to work/ care for children: 36%

76% Household members under 5 with information on the immunization schedule

71% Have an immunization card

72% Children had received measles/MMR vaccine

64% Of children that had received a measles or MMR vaccine, received it at a public health center

26% Of children that had received a measles or MMR vaccine, received it before arrival to Egypt

36% Among those who did not receive the vaccine the reason was that they didn’t know where to go

36% Among those who did not receive the vaccine the reason was No time as I had to work/ care for children

5% Among those received the vaccine, faced difficulties obtaining measles vaccine

33% Among those who faced difficulty getting the vaccine the reason was Did not know where to go for vaccines
### 2.2- Child Immunizations - (Polio Vaccine)

#### Sudanese (Total Surveyed 169)

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>Children had received Polio vaccine</td>
</tr>
<tr>
<td>64%</td>
<td>Children had received vaccine at a public health center</td>
</tr>
<tr>
<td>24%</td>
<td>Children had received vaccine before arrival</td>
</tr>
<tr>
<td>29%</td>
<td>Among those who did not receive the vaccine the reason was they didn’t know where to go</td>
</tr>
<tr>
<td>18%</td>
<td>Among those who did not receive the vaccine the reason was No time as I had to work/care for children, No information about immunization schedules &amp; Couldn’t afford service fees</td>
</tr>
<tr>
<td>7%</td>
<td>Households with children who faced difficulties obtaining polio vaccine</td>
</tr>
<tr>
<td>33%</td>
<td>Among those who faced difficulty getting the vaccine they did not know where to go for vaccines</td>
</tr>
<tr>
<td>22%</td>
<td>Among those who faced difficulty getting the vaccine the reason was Long waiting periods</td>
</tr>
</tbody>
</table>

#### Place where child received Polio vaccination (n:169)

- Private health centre: 6%
- Mobile vaccination team: 6%
- Before arrival in (Host Country Name): 24%
- Public health centre: 64%

#### Reasons why child did not receive Polio vaccination (n:17)

- Couldn’t afford service fees: 18%
- No information about immunization schedules: 12%
- Didn’t know where to go: 18%
- No time as I had to work/care for children: 18%
- Service is not available: 12%
- Service provider refused to provide me with service: 12%
2.1- Child Immunizations - (Measles or MMR injection)

Other Nationalities (Total Surveyed 98)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

- 64% Household members under 5 with information on the immunization schedule
- 64% Have an immunization card
- 89% Children had received measles/MMR vaccine
- 76% Of children that had received a measles or MMR vaccine, received it at a public health center
- 22% Of children that had received a measles or MMR vaccine, received it Before arrival
- 57% Among those who did not receive the vaccine the reason was that they didn’t know where to go
- 43% Among those who did not receive the vaccine the reason was No time as I had to work/ care for children
- 3% Among those received the vaccine, faced difficulties obtaining measles vaccine
- 67% Among those who faced difficulty getting the vaccine the reason was Staff were rude

1- Place where child received measles vaccination (n:98)

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

2- Coverage of vaccination (n:98)

- Measles or MMR injection:
  - Yes: 76%
  - No: 1%
  - Don't know: 22%

- Polio vaccine:
  - Yes: 89%
  - No: 8%
  - Don't know: 3%

3- Reasons why child did not receive Measles vaccination (n:7)

- Service is not available: 14%
- No time as I had to work/ care for children: 43%
- Didn't know where to go: 57%
- Couldn't afford service fees: 14%
2.2- Child Immunizations - (Polio Vaccine)

Other Nationalities (Total Surveyed 98)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

- Children had received Polio vaccine: 87%
- Children had received vaccine at a public health center: 73%
- Children had received vaccine Before arrival: 21%
- Among those who did not receive the vaccine the reason No information about immunization schedules: 38%
- Households with children who faced difficulties obtaining polio vaccine: 1%
- Among those who faced difficulty getting the vaccine the reason was Staff were rude: 100%

1- Place where child received Polio vaccination (n:98)

- Don't know / didn't answer: 2%
- Mobile vaccination team: 4%
- Before arrival in (Host Country Name): 21%
- Public health centre: 73%

2- Reasons why child did not receive Polio vaccination (n:8)

- Couldn't afford service fees: 13%
- No information about immunization schedules: 13%
- Didn't know where to go: 13%
- No time as I had to work/ care for children: 25%
- Service is not available: 25%
- Too far/ transportation issue: 38%
2- Child characteristics

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

➢ 83% of the surveyed members did not notice any growth or feeding difficulties over the last month, 15% noticed difficulties, and 2% did not know or answer..

➢ 28% of those who noticed any growth or feeding difficulties over the last month, Sought nutrition care, while 72% did not.

➢ 92% % of surveyed children reported not enrolled nor being treated in any nutrition program, 3% were admitted in a health facility, 1% were with regular outpatient visits (Weekly/ Bi-weekly/Monthly), and 3% Don't know or didn't answer.

➢ 84% of the surveyed children had at some point been breastfed, 16% were never breastfed, and 1% did not know or answer.

➢ 48% of the surveyed children under 2 years had been breastfed within 1 hour after birth, 30% after 1 hour from birth and 23% did not know the exact time.

➢ 70% of surveyed children under 2 years were breastfed yesterday during the day or at night, 39% were bottle-fed with milk-formula and 74% had eaten any solid or semi-solid food. 3% of surveyed children were reported neither having breast-milk, formula nor food during the preceding day and night.
### 2.3 - Nutrition Module - Children under 5 years old + IYCF - Children under 2 years old

#### All Nationalities (Total Surveyed 466)

**83%** did not notice any growth or feeding difficulties over the last month

**28%** of the ones in which it was noted growth or feeding problems, sought nutrition care

**92%** are not enrolled or being treated in any nutrition program

**4%** children are reported currently enrolled in a nutrition program where of the majority were reported being admitted in a health facility rather than being treated as an outpatient.

**84%** children were breastfed

**48%** children were breastfed within the 1st hour after delivery

**70%** of the children breastfed were breastfed yesterday during the day or at night

**39%** of the children breastfed were bottle-fed with milk-formula yesterday during the day or at night

**74%** children ate any solid or semi-solid food yesterday during the day or night

---

**1- Notice of growth or feeding difficulties over the last month (n:466)**

- Yes, 15%
- No, 85%

**2- Enrolled or treatment in any nutrition program (n:466)**

- Yes, admitted in a health facility: 92%
- Yes, with regular outpatient visits (Weekly/ Bi-weekly/Monthly): 3%
- No: 1%
- Don't know / didn't answer: 3%

**3- How long after birth did you first put the child to the breast (n:40)**

- Within 1 hour: 48%
- After 1 hour: 23%
- Don't know / didn't answer: 30%
2.3 - Nutrition Module - Children under 5 years old + IYCF - Children under 2 years old

**Syrian (Total Surveyed 151)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1- Notice of growth or feeding difficulties over the last month (n:151)</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>25%</td>
</tr>
<tr>
<td>No</td>
<td>85%</td>
</tr>
<tr>
<td>2- Enrolled or treatment in any nutrition program (n:151)</td>
<td></td>
</tr>
<tr>
<td>Yes, admitted in a health facility</td>
<td>97%</td>
</tr>
<tr>
<td>No</td>
<td>3%</td>
</tr>
<tr>
<td>Don't know / didn't answer</td>
<td>1%</td>
</tr>
<tr>
<td>3- How long after birth did you first put the child to the breast (n:8)</td>
<td></td>
</tr>
<tr>
<td>Within 1 hour</td>
<td>63%</td>
</tr>
<tr>
<td>After 1 hour</td>
<td>25%</td>
</tr>
<tr>
<td>Don't know / didn't answer</td>
<td>13%</td>
</tr>
</tbody>
</table>

- 89% did not notice any growth or feeding difficulties over the last month
- 25% of the ones in which it was noted growth or feeding problems, sought nutrition care
- 97% Are not enrolled or being treated in any nutrition program
- 2% Children are reported currently enrolled in a nutrition program were being admitted in a health facility.
- 80% Children were breastfed
- 63% Children were breastfed within the 1st hour after delivery
- 69% Of the children breastfed were breastfed yesterday during the day or at night
- 41% Of the children breastfed were bottle-fed with milk-formula yesterday during the day or at night
- 81% Children ate any solid or semi-solid food yesterday during the day or night
2.3- Nutrition Module - Children under 5 years old + IYCF - Children under 2 years old

Sudanese (Total Surveyed 196)

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

- **76%** did not notice any growth or feeding difficulties over the last month
- **30%** of the ones in which it was noted growth or feeding problems, sought nutrition care
- **89%** are not enrolled or being treated in any nutrition program

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

- **89%** Yes, admitted in a health facility
- **3%** Yes, with regular outpatient visits (Weekly/ Bi-weekly/Monthly)
- **5%** No
- **4%** Don’t know / didn’t answer

3- How long after birth did you first put the child to the breast (n:21)

- **73%** Don’t know / didn’t answer
- **29%** Within 1 hour
- **14%** After 1 hour

- **90%** Children were breastfed
- **57%** Children were breastfed within the 1st hour after delivery
- **74%** Of the children breastfed were breastfed yesterday during the day or at night
- **29%** Of the children breastfed were bottle-fed with milk-formula yesterday during the day or at night
- **76%** Children did not notice any growth or feeding difficulties over the last month
2.3- Nutrition Module - Children under 5 years old + IYCF - Children under 2 years old

Other Nationalities (Total Surveyed 119)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

1- Notice of growth or feeding difficulties over the last month (n:119)

- 87% did not notice any growth or feeding difficulties over the last month
- 25% of the ones in which it was noted growth or feeding problems, sought nutrition care
- 92% Are not enrolled or being treated in any nutrition program
- 3% Children are reported currently enrolled in a nutrition program where of the majority were reported being admitted in a health facility rather than being treated as an outpatient.

2- Enrolled or treatment in any nutrition program (n:119)

- 92% Yes, admitted in a health facility
- 2% Yes, with regular outpatient visits (Weekly/ Bi-weekly/Monthly)
- 1% No
- 5% Don't know / didn't answer

3- How long after birth did you first put the child to the breast (n:11)

- 66% Children Ate any solid or semi-solid food yesterday during the day or night
- 63% Of the children breastfed were bottle-fed with milk-formula yesterday during the day or at night
- 53% Of the children breastfed were breastfed yesterday during the day or at night
18% of women between 15 - 49 years of age reported being a mother of a child 2 years old or younger, 81% reported not being a mother of a child 2 years old or younger, and 1% did not know or answer.

66% of these reported they received antenatal care during their pregnancy, 30% did not receive antenatal care, and 4% did not know or answer.

28% of women who did not receive ANC reported the reason Couldn’t afford user fees, 15% did not know were to go, 14% did not answer and 10% Couldn’t find the service and Didn’t have identification documents, 7% Felt it was unnecessary, 5% Health centre refuse to provide services, 3% Couldn’t communicate in the same language as the service provider and Too far / Transport issues, and 1% Couldn’t get time off work / Caring for other children and Don’t like the health services/staff.

Among the 66% pregnant women who received ANC, 51% of their first visit took place in a Public facility, 35% in a Private facility, 9% in an NGO facility and 6% with UNHCR Health Partner.

75% of those who received ANC received 4 or more visits, 21% received ANC 1 to 3 visits, 1% received no visits, and 4% did not know or answer.

16% of women who received ANC reported facing difficulties such as the inability to afford user fees (40%), Too far / Transport issues and long waiting time (17% each), 13% did not know or answer, and Didn’t know where to go, Couldn’t get time off work / Caring for other children, and Staff was rude (7% each).

Among the pregnant women who had delivered, 45% of deliveries took place in a Private facility, 38% of deliveries took place in a Public facility, 2% of deliveries took place on the way to hospital, and 7% did not know or answer.

Among the pregnant women who delivered in a Private facility, the reason was, they prefer to go to private facility (46%), Couldn’t access public hospital (20%), did not know or answer (18%), and Doctor decision (8%).

7% delivered at home, reason for delivering at home was they couldn’t afford the fee (38%), Onset of labor before the expected date (24%), No one to take or accompany me / couldn’t go alone (14%), Too far / Transport issues/geographical barriers (10%), Not A Legal Marriage and Traditional beliefs/practices (5%).
53% of deliveries were Normal delivery, 3% did not know or answer, and 44% were Caesarean section. Out of those, 69% were scheduled (planned), and 31% emergencies (unplanned).

75% of pregnant had to pay for the delivery, with a median cost of 4,000 EGP for the delivery of which 83% were not reimbursed the amount they paid, 11% were fully reimbursed, 5% were partially reimbursed.

Out of the pregnant who had to pay for the delivery, 83% did not receive cash assistance for delivery, and 13% received cash assistance for delivery.

15% new-born babies needed to be admitted or kept in hospital for special care for an average of 4 days, costing a median of 2,500 EGP.

In 82% of the deliveries, the child was issued a birth certificate, in 15% a certificate was not issued, and 3% did not know or answer.

Out of those for whom the certificate was not issued, the reasons reported were: Lack of Documents (40%), They don’t know how to register the birth (16%), Were asked for money to register the birth (11%), Authorities refused (7%), and Didn’t know they had to register the birth, felt it’s not important to register the birth and Couldn’t get time off work / Caring for other children (4% each).

17% of the mothers were provided with contraceptive options or advice following delivery, 77% were not provided with the option, and 6% did not know or answer.

25% of the mothers reported receiving postpartum/postnatal care after delivery, 40% were at a private clinic/Hospital, 42% at a public hospital, 6% at Home, and 6% at an NGO facility (charity, faith based organization), while 75% reported not receiving postpartum/postnatal care after delivery.

In the 6 weeks after the delivery, the mothers reported visiting the clinic and receiving postpartum care, 38% visited 1 time, 15% visited 2 times and 47% had 3 or more visits.
3- Antenatal Care & Reproductive Health

All Nationalities (Total Surveyed 1609)

18% Of women between 15 - 49 years of age is with a child 2 years old or younger

66% Pregnant woman received ANC care

30% Pregnant woman didn’t received ANC care

28% Among those who didn’t receive ANC care the reason was they couldn’t afford user fees

51% First ANC visit in a public clinic/Hospital

75% Of the women receiving ANC went for 4 or more visits

16% Pregnant woman who had difficulty accessing ANC

40% Among those who faced difficulty getting the ANC reported they couldn’t afford user fees

45% Delivered a baby in a private hospital

38% Among those who delivered at Home(7%) the reason was they Couldn’t afford user fees

1- Delivery Place(n=293)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don't know / didn't answer</td>
<td>7%</td>
</tr>
<tr>
<td>En route/on the way to hospital/clinic</td>
<td>2%</td>
</tr>
<tr>
<td>Home</td>
<td>7%</td>
</tr>
<tr>
<td>Private Clinic / Hospital</td>
<td>45%</td>
</tr>
<tr>
<td>Public Hospital /Clinic</td>
<td>38%</td>
</tr>
</tbody>
</table>

2- Reasons for not receiving ANC care among pregnant woman (n=88)

Don’t like the health services/staff: 1%
Couldn’t get time off work / Caring for other children: 1%
Too far / Transport issues: 3%
Couldn’t communicate in the same language as the...: 3%
Felt it was unnecessary: 7%
Health centre refuse to provide services: 9%
Didn’t have identification documents: 10%
Couldn’t find the service: 10%
Don’t know / didn’t answer: 14%
Didn’t know where to go: 15%
Couldn’t afford user fees: 28%

3- Area where the first ANC visit take place (n:193)

<table>
<thead>
<tr>
<th>Facility</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>NGO facility (church, faith based organization)</td>
<td>51%</td>
</tr>
<tr>
<td>Private facility (physician private clinic, hospital)</td>
<td>35%</td>
</tr>
<tr>
<td>Public facility (Primary healthcare unit, hospital)</td>
<td>6%</td>
</tr>
<tr>
<td>UNHCR Health Partner (Caritas, Save the Children)</td>
<td>9%</td>
</tr>
</tbody>
</table>

4- Reason the delivery took place at a private clinic (n:132)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too Far</td>
<td>2%</td>
</tr>
<tr>
<td>Emergency</td>
<td>5%</td>
</tr>
<tr>
<td>Doctor decision</td>
<td>8%</td>
</tr>
<tr>
<td>Don’t know / didn’t answer</td>
<td>18%</td>
</tr>
<tr>
<td>Couldn’t access public hospital</td>
<td>20%</td>
</tr>
<tr>
<td>Prefer to go to private facility</td>
<td>46%</td>
</tr>
</tbody>
</table>
## Antenatal Care & Reproductive Health

### All Nationalities (Total Surveyed 1609)

1. **Difficulties in getting ANC care among pregnant woman (n:30)**
   - **Too far / Transport issues, 17%**
   - **Staff was rude, 7%**
   - **Long wait, 17%**
   - **Didn’t know where to go, 7%**
   - **Could not afford user fees (wasn’t free), 40%**
   - **Don’t know / didn’t answer, 13%**

2. **Paid for delivery and Received Cash assistance**
   - **Paid for the delivery**: 75%
   - **Received cash assistance**: 13%

3. **Reimbursed the amount that was paid (n:221)**
   - **No**: 83%
   - **Yes, the whole amount**: 11%
   - **Yes, but only partially**: 5%

4. **Reason the child was not issued with a birth certificate (n:45)**
   - **Illness**: 2%
   - **It’s not important to register the birth**: 4%
   - **Authorities refused**: 7%
   - **Did not answer**: 11%
   - **Were asked for money to register the birth**: 11%
   - **They don’t know how to register the birth**: 16%
   - **Lack of Documents**: 40%

### Key Statistics
- **53%** Delivery was a Normal delivery
- **44%** Delivery was a Caesarean section
- **75%** Pregnant woman paid for the delivery
- **13%** Among those who paid for the delivery received cash assistance
- **4,000 EGP** Median delivery cost
- **15%** Of new born baby needed admission to the hospital
- **4** Average number of days the baby was admitted
- **2,500 EGP** Median paid for baby hospitalization
- **82%** Issued a birth certificate to the child
- **17%** Provided with contraceptive options after delivery
- **25%** Received any postpartum/postnatal care after delivery
- **42%** Of the persons that received PNC went to a public Clinic / Hospital

---

**UNHCR**
The UN Refugee Agency
$\begin{align*}
18\% & \quad \text{Of women between 15 - 49 years of age is with a child 2 years old or younger} \\
81\% & \quad \text{Pregnant woman received ANC care} \\
18\% & \quad \text{Pregnant woman didn’t receive ANC care} \\
50\% & \quad \text{Among those who didn’t receive ANC care the reason was they Couldn’t afford user fees} \\
36\% & \quad \text{First ANC visit in a public clinic/Hospital} \\
74\% & \quad \text{Of the women receiving ANC went for 4 or more visits} \\
7\% & \quad \text{Pregnant woman who had difficulty accessing ANC} \\
40\% & \quad \text{Among those who faced difficulty getting the ANC was they Couldn’t afford user fees and long wait} \\
62\% & \quad \text{Delivered a baby in a private hospital} \\
0\% & \quad \text{Among those who delivered at Home(0%) the reason was they Couldn’t afford user fees}
\end{align*}$

2- Reasons for not receiving ANC care among pregnant woman (n=16)

3- Area where the first ANC visit take place (n:73)

4- Reason the delivery took place at a private clinic (n:56)
### Syrian (Total Surveyed 498)

#### 1- Difficulties in getting ANC care among pregnant woman (n:5)

- **Too far / Transport issues, 20%**
- **Couldn’t afford user fees (wasn’t free), 40%**
- **Long wait, 40%**
- **Didn’t know where to go, 20%**

#### 2- Paid for delivery and Received Cash assistance

- **82%** Paid for the delivery
- **96%** Received cash assistance

#### 3- Reimbursed the amount that was paid (n:74)

- **73** Yes
- **1** Yes, but only partially

---

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery was a Normal delivery</td>
<td>27%</td>
</tr>
<tr>
<td>Delivery was a Caesarean section</td>
<td>73%</td>
</tr>
<tr>
<td>Pregnant woman paid for the delivery</td>
<td>82%</td>
</tr>
<tr>
<td>Among those who paid for the delivery received cash assistance</td>
<td>3%</td>
</tr>
<tr>
<td>Median delivery cost</td>
<td>5,000 EGP</td>
</tr>
<tr>
<td>Average number of days the baby was admitted</td>
<td>2</td>
</tr>
<tr>
<td>Median paid for baby hospitalization</td>
<td>2,750 EGP</td>
</tr>
<tr>
<td>Issued a birth certificate to the child</td>
<td>99%</td>
</tr>
<tr>
<td>Provided with contraceptive options after delivery</td>
<td>12%</td>
</tr>
<tr>
<td>Received any postpartum/postnatal care after delivery</td>
<td>30%</td>
</tr>
<tr>
<td>Of the persons that received PNC went to a public Clinic / Hospital</td>
<td>22%</td>
</tr>
</tbody>
</table>
## Sudanese (Total Surveyed 655)

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>18%</td>
<td>Of women between 15 - 49 years of age is with a child 2 years old or younger</td>
</tr>
<tr>
<td>58%</td>
<td>Pregnant woman received ANC care</td>
</tr>
<tr>
<td>38%</td>
<td>Pregnant woman didn’t received ANC care</td>
</tr>
<tr>
<td>26%</td>
<td>Among those who didn’t receive ANC care the reason was they couldn’t afford user fees</td>
</tr>
<tr>
<td>63%</td>
<td>First ANC visit in a public clinic/Hospital</td>
</tr>
<tr>
<td>74%</td>
<td>Of the women receiving ANC went for 4 or more visits</td>
</tr>
<tr>
<td>27%</td>
<td>Pregnant woman who had difficulty accessing ANC</td>
</tr>
<tr>
<td>53%</td>
<td>Among those who faced difficulty getting the ANC they couldn’t afford user fees</td>
</tr>
<tr>
<td>39%</td>
<td>Delivered a baby in a private hospital</td>
</tr>
<tr>
<td>50%</td>
<td>Among those who delivered at Home (13%) the reason was they couldn’t afford user fees</td>
</tr>
</tbody>
</table>

### 1- Delivery Place (n=121)

- Don’t know/didn’t answer: 2%
- En route/on the way to hospital/clinic: 2%
- Home: 13%
- Private Clinic/Hospital: 39%
- Public Hospital/Clinic: 44%

### 2- Reasons for not receiving ANC care among pregnant woman (n=46)

- Couldn’t get time off work/Caring for other children: 2%
- Health centre refuse to provide services: 4%
- Couldn’t communicate in the same language as the...: 4%
- Too far/Transport issues: 7%
- Couldn’t find the service: 7%
- Health centre refuse to provide services: 9%
- Felt it was unnecessary: 9%
- Don’t know/didn’t answer: 9%
- Didn’t have identification documents: 13%
- Didn’t know where to go: 17%
- Couldn’t afford user fees: 26%

### 3- Area where the first ANC visit take place (n:70)

- NGO facility (charity, faith based organization): 63%
- Private facility (physician private clinic, hospital): 23%
- Public facility (Primary healthcare unit, hospital): 6%
- UNHCR Health Partner (Centers, Save the Children): 9%

### 4- Reason the delivery took place at a private clinic (n:47)

- Too Far: 2%
- Doctor decision: 9%
- Emergency: 11%
- Couldn’t access public hospital: 19%
- Don’t know/didn’t answer: 28%
- Prefer to go to private facility: 32%
Sudanese (Total Surveyed 655)

1- Difficulties in getting ANC care among pregnant woman (n:19)

- Staff was rude, 11%
- Too far / Transport issues, 16%
- Couldn’t get time off work / Caring for other children, 11%
- Long wait, 11%
- Didn’t know where to go, 5%
- Couldn’t afford user fees (wasn’t free), 53%
- Don’t know / didn’t answer, 21%

2- Paid for delivery and Received Cash assistance

- 78% Paid for the delivery
- 15% Received cash assistance
- 4% Other
- 0% Don’t know / didn’t answer

3- Reimbursed the amount that was paid (n:94)

- 88% No
- 5% Yes, the whole amount
- 6% Yes, but only partially

4- Reason the child was not issued with a birth certificate (n:32)

- Illness: 3%
- Couldn’t get time off work / Caring for other children: 3%
- It’s not important to register the birth: 6%
- Authorities refused: 6%
- Did not answer: 9%
- They don’t know how to register the birth: 13%
- Were asked for money to register the birth: 13%
- Lack of Documents: 47%

- 67% Delivery was a Normal delivery
- 31% Delivery was a Caesarean section
- 78% Pregnant woman paid for the delivery
- 15% Among those who paid for the delivery, received cash assistance
- 3,000 EGP Median delivery cost
- 12% Of newborn baby needed admission to the hospital
- 1 Average number of days the baby was admitted
- 71% Issued a birth certificate to the child
- 20% Provided with contraceptive options after delivery
- 31% Received any postpartum/postnatal care after delivery
- 50% Of the persons that received PNC went to a public Clinic / Hospital

- 15% Among those who paid for the delivery, received cash assistance
- 3,000 EGP Median delivery cost
- 12% Of newborn baby needed admission to the hospital
- 1 Average number of days the baby was admitted
- 71% Issued a birth certificate to the child
- 20% Provided with contraceptive options after delivery
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- 20% Provided with contraceptive options after delivery
- 31% Received any postpartum/postnatal care after delivery
- 50% Of the persons that received PNC went to a public Clinic / Hospital
**3- Antenatal Care & Reproductive Health**

**Other Nationalities (Total Surveyed 456)**

(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>18%</td>
<td>Of women between 15 - 49 years of age is with a child 2 years old or younger</td>
</tr>
<tr>
<td>61%</td>
<td>Pregnant woman received ANC care</td>
</tr>
<tr>
<td>32%</td>
<td>Pregnant woman didn’t received ANC care</td>
</tr>
<tr>
<td>19%</td>
<td>Among those who didn’t receive ANC care the reason was they couldn’t afford user fees</td>
</tr>
<tr>
<td>56%</td>
<td>First ANC visit in a public clinic/Hospital</td>
</tr>
<tr>
<td>78%</td>
<td>Of the women receiving ANC went for 4 or more visits</td>
</tr>
<tr>
<td>12%</td>
<td>Pregnant woman who had difficulty accessing ANC</td>
</tr>
<tr>
<td>67%</td>
<td>Among those who faced difficulty getting the ANC was they couldn’t afford user fees</td>
</tr>
<tr>
<td>35%</td>
<td>Delivered a baby in a private hospital</td>
</tr>
<tr>
<td>60%</td>
<td>Among those who delivered at Home (6%) the reason was Onset of labor before the expected date</td>
</tr>
</tbody>
</table>

### 1- Delivery Place (n=82)

- Don't know / didn't answer: 15%
- En route/on the way to hospital/clinic: 5%
- Home: 6%
- Private Clinic / Hospital: 35%
- Public Hospital /Clinic: 39%

### 2- Reasons for not receiving ANC care among pregnant woman (n=26)

- Too far / Transport issues: 0%
- Couldn’t get time off work / Caring for other children: 0%
- Felt it was unnecessary: 4%
- Didn’t have identification documents: 4%
- Couldn’t communicate in the same language as the...: 4%
- Health centre refuse to provide services: 8%
- Didn’t know where to go: 19%
- Couldn’t find the service: 19%
- Couldn’t afford user fees: 19%
- Don't know / didn’t answer: 27%

### 3- Area where the first ANC visit take place (n:50)

- NGO facility (charity, Faith based organization): 56%
- Private facility (physician private clinic, hospital): 24%
- Public facility (Primary healthcare unit, hospital): 14%
- UNHCR Health Partner (Caritas, Save the Children): 6%

### 4- Reason the delivery took place at a private clinic (n:29)

- Doctor decision: 3%
- Emergency: 7%
- Prefer to go to private facility: 28%
- Don’t know / didn’t answer: 31%
- Couldn’t access public hospital: 31%
3- Antenatal Care & Reproductive Health

Other Nationalities (Total Surveyed 456)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

- 62% Delivery was a Normal delivery
- 29% Delivery was a Caesarean section
- 65% Pregnant woman paid for the delivery
- 23% Among those who paid for the delivery received cash assistance

- 3,500 EGP Median delivery cost
- 7% Of new born baby needed admission to the hospital
- 2 Average number of days the baby was admitted
- 2,500 EGP Median paid for baby hospitalization
- 79% Issued a birth certificate to the child

- 18% Provided with contraceptive options after delivery
- 9% Received any postpartum/postnatal care after delivery
- 71% Of the persons that received PNC went to a public Clinic / Hospital

1- Difficulties in getting ANC care among pregnant woman (n:6)

- Too far / Transport issues 16%
- Long wait 17%
- Couldn't afford user fees (wasn't free) 67%

2- Paid for delivery and Received Cash assistance

- Paid for the delivery
  - Yes: 65%
  - No: 23%
  - Don't know / didn't answer: 15%

- Received cash assistance
  - Yes: 74%
  - No: 21%
  - Don't know / didn't answer: 4%

3- Reimbursed the amount that was paid (n:53)

- Don't know / didn't answer: 2%
- No: 51%
- Yes, the whole amount: 38%
- Yes, but only partially: 9%

4- Reason the child was not issued with a birth certificate (n:12)

- Couldn't get time off work / Caring for other children: 8%
- Authorities refused: 8%
- Were asked for money to register the birth: 8%
- Lack of Documents: 17%
- Did not answer: 17%
- Didn't know they had to register the birth: 17%
- They don't know how to register the birth: 25%
4.1 - Chronic Diseases

➢ 18% of the surveyed households members reported having at least one chronic medical condition.
➢ The most common chronic conditions were Hypertension, Diabetes, Musculo-skeletal, Asthma, Neurological disease, and Heart disease (34%, 27%, 15%, 14%, 12% and 11% respectively).
➢ 69% of household members with chronic conditions were able to access medicine and health services in the last three months, 30% were unable to access, and 1% did not know or answer.
➢ 40% 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 a Pharmacy, and 17% received care at UNHCR Health Partner (Caritas, Save the Children), and 5% received care at an NGO facility (charity, faith based organization).
➢ 30% of surveyed household members with chronic conditions were unable to access medicines or health services needed in the last three months reasons were, 65% couldn’t afford user fees, 14% Don’t know where to go, 8% did not answer, 7% Long wait, 6% Service was not available in facility, 4% Can’t afford transport, 2% Couldn’t communicate in the same language as the service provider, and 1% Couldn’t get time off work / Caring for other children.
➢ A median of 400EGP was payed by the household, monthly for chronic medication.

4.2 - Impairment

➢ 6% of household members reported having an impairment, out of which most of them having Physical impairment (fractures, burns, deformities) (49%), 23% having have Sensory impairment (deaf, blind). 18% have mental impairment epilepsy, depression, PTSD, alcohol/ substance abuse, psychosis, medically unexplained complaint, 11% have Intellectual impairment (developmental delay, etc, relating to cognitive abilities), and 3% have Speech impairment.
➢ The causes of the impairment were Natural (From birth / congenital, illness, degenerative) (42%), Accident (Road accident, Domestic accident) (25%), War (17%), violence (9%), Domestic Abuse (1%), and Don’t know / didn’t answer (10%).
➢ Among those with impairments, 65% reported never received any assistance for their impairment, 32% received medical assistance, 2% receiving psychological assistance, and 1% receiving the assistive devices for their impairment or rehabilitation.
➢ The reasons for not being able to get assistance were the inability to afford user fees (43%), did not know where to go (12%), no services available (10%), Felt it was unnecessary (9%), still waiting for an appointment (8%), Couldn’t communicate in the same language as the service provider (6%), Security issues (5%) and Too far / Transport issues (5%).
4.1 - Chronic Diseases

All Nationalities (Total Surveyed 5214)

1- Report of members with at least one chronic illness (n=940)

- 18% Households members with at least one chronic medical condition
- 34% of the ones with a chronic condition who reported having Hypertension
- 27% with Diabetes
- 15% with Musculo-skeletal
- 14% with Asthma
- Access to service for chronic conditions
- 30% of the ones reporting a chronic medical condition who were not able to access medicine or other health services
- 69% with chronic conditions who were able to access medicine or other health services
- 40% Received care at a Private facility
- 23% Received care in a Public facility and a pharmacy
- 400 EGP The median paid for Chronic medication
- Barriers to accessing care for chronic conditions (n=280)
- 65% Could not afford user fees
- 14% Don’t know where to go

2- Ability to access services for individuals with chronic illnesses (n:940)

- 40% Yes
- 30% No
- 29% Don’t know / didn’t answer

3- Places were individuals received care for their chronic illnesses (n:648)

- 40% NGO facility (charity, faith based organization)
- 23% Pharmaceutical
- 23% Private facility (physician, private clinic, hospital)
- 17% Public facility (Primary healthcare unit, hospital)
- 5% UNHCR Health Partner (Caritas, Save the Children)

4- Reasons for inability to access care (n:280)

- Couldn’t get time off work / Caring for other children
- Couldn’t communicate in the same language as the...
- Can’t afford transport
- Was not available in facility
- Long wait
- Don’t know / didn’t answer
- Don’t know where to go
- Couldn’t afford user fees

UNHCR
The UN Refugee Agency
### 4.2 - Impairment

#### All Nationalities (Total Surveyed 5214)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>Households members with at least one impairment</td>
</tr>
<tr>
<td>49%</td>
<td>with Physical impairment</td>
</tr>
<tr>
<td>23%</td>
<td>with Sensory impairment</td>
</tr>
<tr>
<td>18%</td>
<td>with Mental impairment</td>
</tr>
<tr>
<td>42%</td>
<td>Natural cause of impairment</td>
</tr>
<tr>
<td>25%</td>
<td>Impairment caused by Accident</td>
</tr>
<tr>
<td>17%</td>
<td>Impairment cause by War</td>
</tr>
<tr>
<td>65%</td>
<td>Received medical assistance</td>
</tr>
<tr>
<td>32%</td>
<td>never received any assistance</td>
</tr>
<tr>
<td>2%</td>
<td>Received psychological assistance</td>
</tr>
<tr>
<td>1%</td>
<td>Received assistive devices or Rehabilitation</td>
</tr>
<tr>
<td>42%</td>
<td>Could not afford user fees</td>
</tr>
<tr>
<td>12%</td>
<td>Did not know where to go</td>
</tr>
<tr>
<td>10%</td>
<td>No services available</td>
</tr>
<tr>
<td>9%</td>
<td>Felt it was unnecessary</td>
</tr>
</tbody>
</table>

#### 1- Different kind of Impairment (n:321)

- Don't know / didn't answer: 1%
- Speech impairment: 3%
- Intellectual impairment (developmental delay, etc, relating to cognitive abilities): 11%
- Mental impairment (Specify: epilepsy, depression, PTSD, alcohol/ substance abuse, psychosis, medically...): 18%
- Sensory impairment (deaf, blind...): 23%
- Physical impairment (fractures, burns, deformities ...): 49%

#### 2- Cause of Impairment (n:321)

- Accident (Road accident, Domestic accident): 25%
- War: 17%
- Domestic Abuse: 1%
- Violence: 9%
- Don't know / didn't answer: 10%
- Natural (From birth / congenital, illness, degenerative): 42%

#### 3- Assistance for their impairment (n:321)

- Yes, assistive devices: 65%
- Yes, medical assistance: 32%
- No, never received any assistance: 2%
- Yes, psychological assistance: 1%
- Yes, rehabilitation: 1%

#### 4- Inability to access assistance (n:208)

- Not applicable. Was able to get care needed: 2%
- Too far / Transport issues: 5%
- Security issues: 5%
- Couldn't communicate in the same language as the...: 6%
- Waiting for appointment: 8%
- Felt it was unnecessary: 9%
- No services available: 10%
- Did not know where to go: 12%
- Don't know / didn't answer: 13%
- Couldn't afford user fees: 42%
4.1 - Chronic Diseases

Syrian (Total Surveyed 1939)

1- Report of members with at least one chronic illness (n=390)

- 20% Households members with at least one chronic medical condition
- 35% of the ones with a chronic condition who reported having Hypertension
- 26% with Diabetes
- 22% with Musculo-skeletal
- 17% with Neurological disease

Access to service for chronic conditions

- 21% of the ones reporting a chronic medical condition were not able to access medicine or other health services
- 78% with chronic conditions were able to access medicine or other health services

2- Ability to access services for individuals with chronic illnesses (n=390)

3- Places were individuals received care for their chronic illnesses (n=305)

4- Reasons for inability to access care (n:81)

- Can’t afford transport: 1%
- Couldn’t communicate in the same language as the...: 1%
- Was not available in facility: 9%
- Long wait: 9%
- Don’t know where to go: 10%
- Don’t know / didn’t answer: 15%
- Couldn’t afford user fees: 62%

425 EGP The median payed for Chronic medication

Bars to assessing care for chronic conditions (n=81)

- 62% Could not afford user fees
- 10% Don’t know where to go

UNHCR The UN Refugee Agency
Syrian (Total Surveyed 1939)

1- Different kind of Impairment (n:107)

- Speech impairment: 1%
- Intellectual impairment (developmental delay, etc., relating to cognitive abilities): 10%
- Mental impairment (Specify: epilepsy, depression, PTSD, alcohol/substance abuse, psychosis, medically...): 20%
- Sensory impairment (deaf, blind...): 21%
- Physical impairment (fractures, burns, deformities ...): 52%

2- Cause of Impairment (n:107)

- Natural (From birth/congenital illness, degenerative): 50%
- War: 21%
- Accident (Road accident, Domestic accident): 26%
- Don't know/didn't answer, 3%
- Violence, 2%

3- Assistance for their impairment (n:107)

- Yes, medical assistance: 62%
- No, never received any assistance: 36%
- Yes, psychological assistance: 3%

4- Inability to access assistance (n:66)

- Not applicable. Was able to get care needed: 3%
- Could not afford user fees: 35%
- Waiting for appointment: 6%
- Did not know where to go: 8%
- Too far/Transport issues: 9%
- Security issues: 12%
- Don't know/didn't answer: 12%
- Felt it was unnecessary: 15%
- No services available: 17%
- Felt it was unnecessary: 15%
## 4.1 Chronic Diseases

### Sudanese (Total Surveyed 2009)

#### 1- Report of members with at least one chronic illness (n=405)

- **35%** of the ones with a chronic condition who reported having Hypertension
- **30%** with Diabetes
- **9%** with Musculo-skeletal
- **19%** with Asthma disease

#### 2- Ability to access services for individuals with chronic illnesses (n=405)

- **34%** received care at a Private facility
- **34%** received care at a Pharmacy
- **500 EGP** The median paid for Chronic medication
- **68%** Could not afford user fees
- **15%** Don’t know where to go

#### 3- Places where individuals received care for their chronic illnesses (n=252)

- **34%** UNHCR Health Partner (Caritas, Save the Children)
- **24%** Private facility (physician, private clinic, hospital)
- **23%** Public facility (Primary healthcare unit, hospital)

#### 4- Reasons for inability to access care (n:150)

- **68%** Couldn’t afford user fees
- **15%** Don’t know where to go
- **7%** Don’t know where to go
- **5%** Don’t know/ didn’t answer
- **4%** Long wait
- **3%** Was not available in facility
- **3%** Couldn’t communicate in the same language as the...
- **3%** Couldn’t get time off work/ Caring for other children
4.2 - Impairment

Sudanese (Total Surveyed 2009)

1- Different kind of Impairment (n:132)

- Speech impairment: 4%
- Intellectual impairment (developmental delay, etc., relating to cognitive abilities): 14%
- Mental impairment (Specify: epilepsy, depression, PTSD, alcohol/substance abuse, psychosis, medically...): 17%
- Sensory impairment (deaf, blind...): 21%
- Physical impairment (fractures, burns, deformities...): 46%

2- Cause of Impairment (n:132)

- Violence: 14%
- Domestic Abuse: 2%
- War: 14%
- Accident (Road accident, Domestic accident): 23%

3- Assistance for their impairment (n:132)

- Yes, medical assistance: 74%
- No, never received any assistance: 2%
- Yes, psychological assistance: 1%
- Yes, rehabilitation: 1%

4- Inability to access assistance (n:98)

- Not applicable. Was able to get care needed: 2%
- Waiting for appointment: 3%
- Did not know where to go: 3%
- Too far / Transport issues: 5%
- Security issues: 10%
- Don't know / didn't answer: 10%
- Felt it was unnecessary: 13%
- No services available: 13%
- Couldn't afford user fees: 45%

Households members with at least one impairment: 7%
Households members with Physical impairment: 46%
Households members with Sensory impairment: 21%
Households members with Mental impairment: 17%
Natural cause of impairment: 35%
Impairment caused by Accident: 23%
Impairment caused by War: 14%
74% never received any assistance
23% Received medical assistance
2% Received psychological assistance
1% Received Rehabilitation
45% Could not afford user fees
13% Did not know where to go
10% Waiting for appointment or Couldn’t communicate in the same language
5% Felt it was unnecessary
4.1- Chronic Diseases

Other Nationalities (Total Surveyed 1266)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

- 7% Households members with at least one chronic medical condition
- 26% of the ones with a chronic condition who reported having Hypertension
- 19% with Diabetes
- 17% with Musculo-skeletal
- 12% with Asthma or Kidney disease

Access to service for chronic conditions
- 34% of the ones reporting a chronic medical condition were not able to access medicine or other health services
- 63% with chronic conditions were able to access medicine or other health services

- 36% Received care at a Private facility
- 27% Received care at a Public facility

300 EGP
The median payed for Chronic medication
(Barriers to accessing care for chronic conditions n=49)

- 61% Could not afford user fees
- 16% Don’t know where to go

- 36% NGO facility (charity, faith based organization)
- 27% Pharmacy
- 18% Private facility (physician private clinic, hospital)
- 18% Public facility (Primary healthcare unit, hospital)
- 9% UNHCR Health Partner (Caritas, Save the Children)

Reasons for inability to access care (n:49)

- Staff were rude 2%
- Couldn’t communicate in the same language as the... 2%
- Long wait 4%
- Was not available in facility 8%
- Can’t afford transport 8%
- Don’t know / didn’t answer 10%
- Don’t know where to go 16%
- Couldn’t afford user fees 61%
### 4.2 - Impairment

**Other Nationalities (Total Surveyed 1266)**

(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

- **6%** Households members with at least one impairment
- **48%** with Physical impairment
- **30%** with Sensory impairment
- **16%** with Mental impairment
- **41%** Natural cause of impairment
- **28%** Impairment caused by Accident
- **13%** Impairment cause by War
- **54%** never received any assistance
- **43%** Received medical assistance
- **2%** Received assistive devices
- **1%** Received Rehabilitation
- **45%** Could not afford user fees
- **14%** Did not know where to go or No services available
- **5%** Waiting for appointment or Couldn't communicate in the same language
- **7%** Felt it was unnecessary

#### 1- Different kind of Impairment (n:82)

- Speech impairment: 6%
- Intellectual impairment: 9%
- Mental impairment (Specify: epilepsy, depression, PTSD, alcohol/substance abuse, psychosis, medically...): 16%
- Sensory impairment (deaf, blind...): 30%
- Physical impairment (fractures, burns, deformities...): 48%

#### 2- Cause of Impairment (n:82)

- Don't know/didn't answer: 12%
- Violence: 10%
- War: 13%
- Accident (Road accident, Domestic accident): 28%
- Natural (From birth/congenital, illness, degenerative): 41%

#### 3- Assistance for their impairment (n:82)

- Yes, assistive devices: 54%
- Yes, medical assistance: 43%
- No, never received any assistance: 1%
- Yes, rehabilitation: 2%

#### 4- Inability to access assistance (n:44)

- Not applicable. Was able to get care needed: 2%
- Too far / Transport issues: 2%
- Security issues: 5%
- Couldn't communicate in the same language as the...: 5%
- Waiting for appointment: 5%
- Felt it was unnecessary: 7%
- No services available: 14%
- Did not know where to go: 14%
- Don't know/didn't answer: 16%
- Couldn't afford user fees: 45%
5- Access and Knowledge of Health Services

5.1- Access to Health Services

- 18% of the household members needed health care services in the past 3 months (excluding for chronic disorders).

- Among those who sought care 77% were able to obtain it at the first point of care, 21% were not able, 2% did not know or answer, and among those who obtained care, 37% of the household members who sought care at the first place, did so at a private facility, 35% sought care at a Public Facility, 15% received care at an NGO clinic, 10% at a Pharmacy, and 3% did not know or answer.

- 82% had to pay a median of 400 EGP for services received at first point of care of which 88% were not refunded the amount paid, 9% were fully refunded, 0% were partially refunded, and 3% did not answer or know.

- 21% of the household members reported not being able to obtain health care despite seeking it, 44% of those reported that they couldn’t afford user fees, 17% do not like the health services/staff, and 10% reported Service was unavailable or did not know where to go.

- 21% 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 45% were able to get the authorization and 55% were not able to obtain it due to Contact person was not accessible (64%), Time was too short to ask for authorization (11%), 11% did not provide an answer and 7% Did not know the contact person address or telephone or Did not think that I get authorization even if I ask.

- 88% of household members who sought care, were satisfied with the healthcare services received from the first place. 12% were not satisfied and 1% did not know or answer.

- 11% of the household members who sought care, were referred or sought care elsewhere, while 88% were not, and 1% did not know or answer.

- Among those who were referred elsewhere, 48% sought care at a Private Clinic/Hospital, 36% received care at a Public Facility, 12% at an NGO clinic, and 5% did not know or answer.

- Among those who were referred elsewhere, 89% paid for the services, paying a median of 800 EGP for the referral services, of which 86% were not refunded the amount paid, 2% were partially refunded and 12% were fully refunded.

- 64% of the household members who were referred, were able to get the health care services at the referred place, 33% were not able to get the services, and 4% did not answer or know.

- 55% 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 they Don’t like the health services/staff or Too far / Transport issues, and 9% Couldn’t find the service.

- 89% of household members who were referred or sought care elsewhere, were satisfied with the healthcare services received at the second facility while 11% were not satisfied.
### 5.1 - Access to Health Care in the Last Three Months

#### All Nationalities (Total Surveyed 5214)

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>18%</td>
<td>Household member needed health care in the last 3 months</td>
</tr>
<tr>
<td>21%</td>
<td>Required authorization prior to accessing care</td>
</tr>
<tr>
<td>45%</td>
<td>Of those requiring authorization, were able to get it</td>
</tr>
<tr>
<td>77%</td>
<td>Individuals were able to get health care</td>
</tr>
<tr>
<td>82%</td>
<td>Individuals paid for the health care services given</td>
</tr>
<tr>
<td>88%</td>
<td>Were satisfied with the healthcare services</td>
</tr>
<tr>
<td>EGP 400</td>
<td>The median cost for care in first facility</td>
</tr>
<tr>
<td>64%</td>
<td>Individuals were able to get health care services</td>
</tr>
<tr>
<td>89%</td>
<td>Individuals paid for the health care services given</td>
</tr>
<tr>
<td>EGP 800</td>
<td>The median cost for care in second facility</td>
</tr>
<tr>
<td>89%</td>
<td>Individuals who sought care at second facility were satisfied</td>
</tr>
</tbody>
</table>

**1- Barriers to accessing services at the first point and second point of care (n:195/33)**

<table>
<thead>
<tr>
<th>Barriers</th>
<th>First Facility</th>
<th>Second Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Couldn't afford user fees</td>
<td>44%</td>
<td>55%</td>
</tr>
<tr>
<td>Do not like the health services/staff</td>
<td>17%</td>
<td>12%</td>
</tr>
<tr>
<td>Couldn't find the service</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Didn't know where to go</td>
<td>10%</td>
<td>8%</td>
</tr>
<tr>
<td>Health centre refuse to provide services</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>Don't know / didn't answer</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>Not enough money to pay</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>Lack of identity documents</td>
<td>5%</td>
<td>9%</td>
</tr>
<tr>
<td>Couldn't get time off work / Caring for children</td>
<td>2%</td>
<td>6%</td>
</tr>
<tr>
<td>Too far / Transport issues</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Couldn't communicate in the same language with the health service provider</td>
<td>1%</td>
<td>14%</td>
</tr>
</tbody>
</table>

**2- Refund of the amount paid (n:586/58)**

<table>
<thead>
<tr>
<th>Refund Type</th>
<th>First Facility</th>
<th>Second Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, but only partially</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Yes, the whole amount</td>
<td>12%</td>
<td>9%</td>
</tr>
<tr>
<td>Don't know / didn't answer</td>
<td>86%</td>
<td>88%</td>
</tr>
</tbody>
</table>

**3- Point of care accessed by the individuals in the last 3 months (n:926/101)**

<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>37%</td>
<td>48%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>10%</td>
<td>15%</td>
</tr>
<tr>
<td>Private Clinic / Hospital</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>Public Hospital</td>
<td>35%</td>
<td>36%</td>
</tr>
</tbody>
</table>

**4- The reason for being denied the authorization (n:105)**

<table>
<thead>
<tr>
<th>Reason</th>
<th>First Facility</th>
<th>Second Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>My personal preference to decide where to go for service</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Did not think that I get authorisation even if I ask</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Did not know the contact person address or telephone</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Time was too short to ask for authorization</td>
<td>11%</td>
<td></td>
</tr>
<tr>
<td>Don't know / didn't answer</td>
<td>11%</td>
<td></td>
</tr>
<tr>
<td>Contact person was not accessible</td>
<td></td>
<td>64%</td>
</tr>
</tbody>
</table>
**Syrian (Total Surveyed 1939)**

1. **Barriers to accessing services at the first point and second point of care** (n:24/4)

   - **Couldn't afford user fees**
     - First Facility: 42%
     - Second Facility: 25%
   - **Do not like the health services/staff**
     - First Facility: 25%
     - Second Facility: 25%
   - **Didn't know where to go**
     - First Facility: 0%
     - Second Facility: 0%
   - **Health centre refuse to provide services**
     - First Facility: 21%
     - Second Facility: 4%
   - **Lack of identity documents**
     - First Facility: 0%
     - Second Facility: 0%
   - **Too far / Transport issues**
     - First Facility: 25%
     - Second Facility: 25%

2. **Refund of the amount paid** (n:212/16)

   - **Don't know / didn't answer**
     - First Facility: 0%
     - Second Facility: 2%

3. **Point of care accessed by the individuals in the last 3 months** (n:277/21)

   - **Second Facility**
     - Don't know / didn't answer: 58%
     - Private Clinic / Hospital: 67%
     - Public Hospital: 25%
     - Second Facility: 29%
   - **First Facility**
     - Don't know / didn't answer: 1%
     - NGO clinic: 10%
     - Pharmacy: 6%

4. **The reason for being denied the authorization** (n:11)

   - **Did not think that I get authorisation even if I ask**
     - First Facility: 45%
   - **Time was too short to ask for authorization**
     - First Facility: 18%
   - **My personal preference to decide where to go for service**
     - First Facility: 9%
   - **Contact person was not accessible**
     - First Facility: 27%
5.1 - Access to Health Care in the Last Three Months

**Sudanese (Total Surveyed 2009)**

**1- Barriers to accessing services at the first point and second point of care (n:141/23)**

- **First point of care**
  - Couldn't afford user fees: 65%
  - Don't like the health services/staff: 43%
  - Couldn't find the service: 16%
  - Didn't know where to go: 12%
  - Health centre refuse to provide services: 13%
  - Don't know/ didn't answer: 4%
  - Lack of identity documents: 7%
  - Couldn't get time off work/ Caring for other children: 6%
  - Too far / Transport issues: 4%
  - Couldn't communicate in the same language with the health service provider: 0%

- **Second point of care**
  - Couldn't afford user fees: 43%
  - Don't like the health services/staff: 16%
  - Couldn't find the service: 12%
  - Didn't know where to go: 13%
  - Health centre refuse to provide services: 6%
  - Don't know/ didn't answer: 4%
  - Lack of identity documents: 0%
  - Couldn't get time off work/ Caring for other children: 1%
  - Too far / Transport issues: 13%
  - Couldn't communicate in the same language with the health service provider: 0%

**2- Refund of the amount paid (n:256/29)**

- Yes, but only partially: 3%
- Yes, the whole amount: 3%
- No: 93%

**3- Point of care accessed by the individuals in the last 3 months (n:463/58)**

- First Facility
  - NGO clinic: 43%
  - Pharmacy: 43%
  - Private Clinic/ Hospital: 16%
  - Public Hospital: 9%

- Second Facility
  - NGO clinic: 4%
  - Pharmacy: 5%
  - Private Clinic/ Hospital: 9%
  - Public Hospital: 0%

**4- The reason for being denied the authorization (n:87)**

- Did not think that I get authorization even if I ask: 2%
- Time was too short to ask for authorization: 11%
- Don't know/ didn't answer: 9%
- Did not know the contact person address or telephone: 8%
- Contact person was not accessible: 70%

**Key Findings**

- **23%** Household member needed health care in the last 3 months
- **33%** Required authorization prior to accessing care
- **42%** Of those requiring authorization, were able to get it
- **68%** Individuals were able to get health care
- **82%** Individuals paid for the health care services given
- **87%** Were satisfied with the healthcare services
- **EGP 500** The median cost for care in first facility
- **Second point of care**
  - **13%** Individuals were referred somewhere else
- **57%** Individuals were able to get health care services
- **88%** Individuals paid for the health care services given
- **EGP 1,200** The median cost for care in second facility
- **85%** Individuals who sought care at second facility were satisfied
5.1 - Access to Health Care in the Last Three Months

Other Nationalities (Total Surveyed 1266)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

1. Barriers to accessing services at the first point and second point of care (n:30/6)

- 50% couldn't afford user fees
- 33% don't like the health services/staff
- 10% couldn't find the service
- 10% health centre refuse to provide services
- 10% don't know/lack documents
- 7% couldn't get time off work/caring for other children
- 3% too far/transport issues

First point of care:
- 15% were able to get it
- 85% were unable to get it

Second point of care:
- 80% were able to get it
- 20% were unable to get it

2. Refund of the amount paid (n:118/13)

- 46% yes, the whole amount
- 54% no

Don't know/didn't answer:
- 0% second facility
- 3% first facility

3. Point of care accessed by the individuals in the last 3 months (n:186/22)

First Facility
- 79% first point of care
- 80% second point of care

Second Facility
- 21% first point of care
- 20% second point of care

4. The reason for being denied the authorization (n:7)

- Don't know/didn't answer: 57%
- Contact person was not accessible: 43%

---

- 15% Household member needed health care in the last 3 months
- 11% Required authorization prior to accessing care
- 67% Of those requiring authorization, were able to get it
- 79% Individuals were able to get health care
- 80% Individuals paid for the health care services given
- 82% Individuals were satisfied with the healthcare services
- EGP 255 The median cost for care in first facility
- EGP 500 The median cost for care in second facility
- 68% Individuals were able to get health care services
- 87% Individuals paid for the health care services given
- 93% Individuals who sought care at second facility were satisfied
5.2- Access to Health Services and Health Seeking Behavior

- 48% of the surveyed head of the household seek care when a household member is sick at Public Clinics / Hospitals, 32% at Private Clinics / Hospitals, 13% at an NGO facility (charity, faith based organization), 10% at a Pharmacy, and 8% Did not know / didn't answer.
- 77% of the surveyed head of the household stated spending money on health care services in the last month, while 23% did not spend money.
- The Median health expenditure of the household who spend money on health care services in the last month was **1000 EGP** with a median of **250 EGP** spent on consultation fee, Median of **435 EGP** spent on diagnostics tests, Median of **500 EGP** spent on medication and a median of **250 EGP** spent on hospitalization fees.
- To cover healthcare expenditure, 52% of the surveyed head of the household who spent money on healthcare relied on their wages to cover health expenditure, 28% of them relied on loans and borrowing, while 19% relied on community participation, 17% on their savings, 4% relied on remittances, and 1% relied on UNHCR.

5.3- Hospitalizations during the last year

- 5% of the surveyed household members reported being hospitalized in the past year. 72% of those were hospitalized for an emergency, and 28% for an elective or planned procedure.
- 61% of hospitalization was in a public hospitals while 39% were in a private hospitals.
- 52% of the household members who were hospitalized were self-referral, verse 21% were referred by a public facility, 18% were referred by a private facility / private doctor, 7% were referred by UNHCR referral partner (E.g.: Save the Children), and 2% were referred by an NGO / Charity organization with a median hospitalization stay of **4 days**.
- 75% of the hospitalized household members had to pay for their hospitalization, with a median payment of **3000EGP**.
5.2- Access to Health Services and Health Seeking Behavior

All Nationalities (Total Surveyed 1316)

1- How the head of the household manage to pay for the health-related expenditure (n:1020)

- **Wage**: 52%
- **Loan/borrow**: 28%
- **Community participation**: 17%
- **Savings**: 4%
- **Remittances**: 0%
- **UNHCR**: 3%
- **Caritas**: 1%

EGP 1,000
Median spent on health care

EGP 250
Median spent on consultation fees

EGP 435
Median spent on diagnostic tests

EGP 500
Median spent on medication and medical supplies

EGP 250
Median spent on hospitalization fees

2- Place where they seek help when a household member is sick (n:1316)

- **Don't know / didn't answer**: 8%
- **Pharmacy**: 10%
- **NGO facility (charity, faith based organization)**: 13%
- **Private Clinics / Hospitals**: 32%
- **Public Clinics / Hospitals**: 48%

How Head of household managed to pay the health-related expenditure

- **By wage**: 52%
- **By loan/borrow**: 28%
- **By Community participation**: 19%
- **By Savings**: 17%
- **By Remittances**: 4%
- **By UNHCR**: 3%
- **By Caritas**: 1%
### 5.3- Hospitalizations during the last year

#### All Nationalities (Total Surveyed 5214)

1. **The way the individual was admitted to the hospital (n:267)**

<table>
<thead>
<tr>
<th>Type of Hospitalized</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referred by an NGO / Charity organization</td>
<td>2%</td>
</tr>
<tr>
<td>Referred by UNHCR referral partner (E.g.: Save the Children)</td>
<td>7%</td>
</tr>
<tr>
<td>Referred by private facility / private doctor</td>
<td>18%</td>
</tr>
<tr>
<td>Referred by public facility</td>
<td>21%</td>
</tr>
<tr>
<td>Self-referral</td>
<td>52%</td>
</tr>
</tbody>
</table>

2. **Type of Hospital the individual was admitted to (n:267)**

- Public hospital: 61%
- Private hospital: 39%

3. **Household who had to pay for the hospitalization (n:267)**

- Yes, 75%
- No, 25%

---

- 5% Individuals who were hospitalized in the last year
- 72% Emergency
- 28% Elective / Planned
- 61% Individuals were hospitalized in a public facility
- 39% Individuals were hospitalized in a private facility
- 52% By self-referral
- 21% By public facility
- 18% By private facility / private doctor
- 75% Hospitalized household members who had to pay for their hospitalization
- 3,000 EGP The median cost for hospitalization
- 12 Days The average days stayed in the hospital
- 4 Day The median days stayed in the hospital

---

**UNHCR**

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

Syrian (Total Surveyed 489)

1. How the head of the household manage to pay for the health-related expenditure (n:385)

- Community participation: 8%
- Loan/borrow: 34%
- Remittances: 7%
- Savings: 13%
- UNHCR: 1%
- Wage: 1%

2. Place where they seek help when a household member is sick (n:489)

- Public Clinics / Hospitals: 44%
- Private Clinics / Hospitals: 43%
- Pharmacy: 13%
- NGO facility (charity, faith based organization): 10%
- Don’t know / didn't answer: 4%

EVP 1,000
Median spent on health care

EVP 425
Median spent on consultation fees

EVP 600
Median spent on diagnostic tests

EVP 665
Median spent on medication and medical supplies

EVP 500
Median spent on hospitalization fees

How Head of household managed to pay the health-related expenditure

- By wage: 72%
- By loan/borrow: 34%
- By Community participation: 8%
- By Savings: 13%
5.3- Hospitalizations during the last year

Syrian (Total Surveyed 1939)

1- The way the individual was admitted to the hospital (n:70)

- Referred by an NGO / Charity organization: 1%
- Referred by UNHCR referral partner (E.g.: Save the Children): 6%
- Self-referral: 29%
- Referred by public facility: 30%
- Referred by private facility / private doctor: 34%

2- Type of Hospital the individual was admitted to (n:70)

- Public hospital: 39%
- Private hospital: 61%

3- Household who had to pay for the hospitalization (n:70)

- Yes: 80%
- No: 20%

Additional information:

- Individuals who were hospitalized in the last year: 4%
- Type of Hospitalized:
  - Emergency: 64%
  - Elective / Planned: 36%
- Individuals were hospitalized in a public facility: 39%
- Individuals were hospitalized in a private facility: 61%
- Ways of admission to the Hospital:
  - By self-referral: 29%
  - By public facility: 30%
  - By private facility / private doctor: 34%
- Hospitalized household members who had to pay for their hospitalization: 4,250 EGP
- The median cost for hospitalization: 4,250 EGP
- The average days stayed in the hospital: 3 Days
- The median days stayed in the hospital: 1 Day

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

Sudanese (Total Surveyed 491)

1- How the head of the household manage to pay for the health-related expenditure (n:415)

- Community participation: 24%
- Loan/borrow: 42%
- Remittances: 8%
- Savings: 17%
- Wage: 27%

2- Place where they seek help when a household member is sick (n:491)

- Don't know / didn't answer: 8%
- Pharmacy: 9%
- NGO facility (charity, faith based organization): 14%
- Private Clinics / Hospitals: 22%
- Public Clinics / Hospitals: 58%

Place where they seek help when a household member is sick (n:491)

- 58% At a Public Clinics / Hospitals
- 22% At a Private Clinics / Hospitals
- 14% At an NGO facility
- 9% At a Pharmacy

EGP 1,500
Median spent on health care

EGP 200
Median spent on consultation fees

EGP 400
Median spent on diagnostic tests

EGP 500
Median spent on medication and medical supplies

EGP 250
Median spent on hospitalization fees

How Head of household managed to pay the health-related expenditure

- 42% By wage
- 27% By loan/borrow
- 24% By Community participation
- 17% By Savings
5.3- Hospitalizations during the last year

Sudanese (Total Surveyed 2009)

1- The way the individual was admitted to the hospital (n:161)

- Referred by an NGO / Charity organization: 2%
- Referred by UNHCR referral partner (E.g.: Save the Children): 7%
- Referred by private facility / private doctor: 11%
- Referred by public facility: 15%
- Self-referral: 64%

2- Type of Hospital the individual was admitted to (n:161)

- Public hospital: 71%
- Private hospital: 29%

3- Household who had to pay for the hospitalization (n:161)

- Yes, 74%
- No, 26%
### 5.2- Access to Health Services and Health Seeking Behavior

#### Other Nationalities (Total Surveyed 336)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

1. **Place where the Household Heads seek care at when someone is sick**
   - 38% At a Public Clinics / Hospitals
   - 32% At a Private Clinics / Hospitals
   - 16% At an NGO facility
   - 7% At a Pharmacy

2. **EGP 590 Median spent on health care**
3. **EGP 200 Median spent on consultation fees**
4. **EGP 500 Median spent on diagnostic tests**
5. **EGP 350 Median spent on medication and medical supplies**
6. **EGP 250 Median spent on hospitalization fees**

#### How the head of the household manage to pay for the health-related expenditure (n:220)

- Community participation: 37%
- Loan/borrow: 29%
- Remittances: 20%
- Savings: 1%
- Wage: 23%

#### Place where they seek help when a household member is sick (n:336)

- Pharmacy: 7%
- Don't know / didn't answer: 13%
- NGO facility (charity, faith based organization): 16%
- Private Clinics / Hospitals: 32%
- Public Clinics / Hospitals: 38%
5.3- Hospitalizations during the last year

Other Nationalities (Total Surveyed 1266)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

1- The way the individual was admitted to the hospital (n:36)

- Referred by an NGO / Charity organization: 0%
- Referred by UNHCR referral partner (E.g.: Save the Children): 11%
- Referred by private facility / private doctor: 14%
- Referred by public facility: 31%
- Self-referral: 44%

2- Type of Hospital the individual was admitted to (n:36)

- Public hospital: 42%
- Private hospital: 58%

3- Household who had to pay for the hospitalization (n:36)

- Yes: 72%
- No: 28%

3% Individuals who were hospitalized in the last year

- Type of Hospitalized
  - Emergency: 64%
  - Elective / Planned: 36%

58% Individuals were hospitalized in a public facility

42% Individuals were hospitalized in a private facility

2,000 EGP The median cost for hospitalization

2 Days The average days stayed in the hospital

1 Day The median days stayed in the hospital

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

- **44%** of the surveyed household heads reported knowing that refugee children have free access to vaccination at the Ministry of Health facilities.
- **44%** 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.
- **36%** of the surveyed household heads knew that they can access chronic diseases care through UNHCR’s health partner clinics with small user contribution fees.
- **36%** 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.
- **42%** of the surveyed household heads knew that pregnant women can get a financial assistance from UNHCR that covers the delivery cost at public facilities.
- **88%** of the surveyed households heads knew that refugees in Egypt get issued any legal residency documents, either by UNHCR or the government.
- **53%** of the surveyed household heads reported having a valid legal residency card, of which **88%** the legal residency document was issued in the state/city they are currently live in.
- **46%** of the surveyed household heads reported not having a valid legal residency card, reason of prevention was being in process of obtaining the document (Waiting for an appointment) (50%), Cost of getting the document (20%), Lack of ID documents (14%), and Don't know where to apply to get it (6%).
- **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 **70%** denied at a public facility and **15%** denied at UNHCR health partners, and **15%** denied at a private facility.
6- Knowledge of available health services and coverage

All Nationalities (Total Surveyed 1316)

1- Prevention cause of getting the residency document (n:611)

- Too Far: 1%
- Long Wait: 1%
- Illness: 3%
- Don't have time: 3%
- Don't know / didn't answer: 5%
- Don't know where to apply to get it: 6%
- Lack of ID documents: 14%
- Cost of getting the document: 20%
- Waiting for an appointment: 50%

2- Denied any health services due to lack of documents (n:611)

3- Facilities denied access to health services due to lack of documents (n:33)

- Public facility: 70%
- UNHCR health partners: 15%
- Private hospital: 15%

- Household heads know about free child vaccinations at the Ministry of Health facilities: 44%
- Household heads know about accessing healthcare services at public health care facilities on equal footing with Egyptians: 44%
- Know about chronic diseases care through UNHCR’s health partner clinics with small user contribution fees: 36%
- Know about free hospital care for most of the critical medical conditions through the UNHCR referral care program: 36%
- Know that pregnant women can get financial assistance from UNHCR that covers the delivery cost at public facilities: 42%
- Know that refugees in Egypt get issued legal residency documents, either by UNHCR or the government: 88%
- Have a valid legal residency document: 53%
- Of those having a valid legal residency document issued in the state/city they currently live in: 88%
### 6- Knowledge of available health services and coverage

#### Syrian (Total Surveyed 489)

<table>
<thead>
<tr>
<th>Knowledge Area</th>
<th>Percentage</th>
<th>Breakdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household heads know about free child vaccinations at the Ministry of Health</td>
<td>61%</td>
<td>Facilities</td>
</tr>
<tr>
<td>facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>58% know about accessing healthcare services at public health care facilities</td>
<td></td>
<td>equal footing with Egyptians</td>
</tr>
<tr>
<td>on equal footing with Egyptians</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40% know about chronic diseases care through UNHCR’s health partner clinics</td>
<td></td>
<td>with small user contribution fees</td>
</tr>
<tr>
<td>with small user contribution fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>38% know about free hospital care for most of the critical medical conditions</td>
<td></td>
<td>through the UNHCR referral care program</td>
</tr>
<tr>
<td>through the UNHCR referral care program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43% know that pregnant women can get a financial assistance from UNHCR that</td>
<td></td>
<td>covers the delivery cost at public facilities</td>
</tr>
<tr>
<td>covers the delivery cost at public facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>91% Know that refugees in Egypt get issued any legal residency documents, either</td>
<td></td>
<td></td>
</tr>
<tr>
<td>by UNHCR or the government</td>
<td></td>
<td></td>
</tr>
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<td>by UNHCR or the government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>57% Have a valid legal residency document</td>
<td></td>
<td></td>
</tr>
<tr>
<td>84% Of those having a valid legal residency document issued in the state/city</td>
<td></td>
<td></td>
</tr>
<tr>
<td>they currently live in</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 1- Prevention cause of getting the residency document (n:207)

- Illness: 1%
- Too Far: 1%
- Long Wait: 3%
- Don't know / didn't answer: 3%
- Lack of ID documents: 10%
- Cost of getting the document: 23%
- Waiting for an appointment: 61%

#### 2- Denied any health services due to lack of documents (n:207)

- Don’t know / didn’t answer: 3%
- Yes: 4%
- No: 93%

#### 3- Facilities denied access to health services due to lack of documents (n:8)

- Public facility: 88%
- UNHCR health partners: 0%
- Private Hospital: 13%
## Sudanese (Total Surveyed 491)

### 1- Prevention cause of getting the residency document (n:294)

<table>
<thead>
<tr>
<th>Cause</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Wait</td>
<td>1%</td>
</tr>
<tr>
<td>Don’t have time</td>
<td>4%</td>
</tr>
<tr>
<td>Illness</td>
<td>4%</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>6%</td>
</tr>
<tr>
<td>Lack of ID documents</td>
<td>17%</td>
</tr>
<tr>
<td>Cost of getting the document</td>
<td>19%</td>
</tr>
<tr>
<td>Waiting for an appointment</td>
<td>44%</td>
</tr>
</tbody>
</table>

### 2- Denied any health services due to lack of documents (n:294)

- Don’t know / didn’t answer: 2%
- Yes: 6%
- No: 92%

### 3- Facilities denied access to health services due to lack of documents (n:19)

<table>
<thead>
<tr>
<th>Facility</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public facility</td>
<td>74%</td>
</tr>
<tr>
<td>UNHCR health partners</td>
<td>16%</td>
</tr>
<tr>
<td>Private Hospital</td>
<td>11%</td>
</tr>
</tbody>
</table>
6- Knowledge of available health services and coverage

Other Nationalities (Total Surveyed 336)
(Eritrea / Ethiopia / Iraq / Somalia / South Sudan / Yemen / Afghanistan & Others)

1- Prevention cause of getting the residency document (n:110)

- Too Far: 1%
- Long Wait: 1%
- Illness: 1%
- Bad treatment: 1%
- Afraid to go: 1%
- Don’t have time: 6%
- Don’t know where to apply to get it: 7%
- Don’t know / didn’t answer: 7%
- Lack of ID documents: 15%
- Cost of getting the document: 16%
- Waiting for an appointment: 47%

2- Denied any health services due to lack of documents (n:110)

- Don’t know / didn’t answer: 10%
- Yes: 5%
- No: 85%

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

- Public facility: 33%
- UNHCR health partners: 33%
- Private Hospital: 33%

- 34% Household heads know about free child vaccinations at the Ministry of Health facilities
- 34% know about accessing healthcare services at public health care facilities on equal footing with Egyptians
- 27% know about chronic diseases care through UNHCR’s health partner clinics with small user contribution fees
- 28% know about free hospital care for most of the critical medical conditions through the UNHCR referral care program
- 40% know that pregnant women can get a financial assistance from UNHCR that covers the delivery cost at public facilities
- 84% Know that refugees in Egypt get issued any legal residency documents, either by UNHCR or the government
- 65% Have a valid legal residency document
- 93% Of those having a valid legal residency document issued in the state/city they currently live in

UNHCR
The UN Refugee Agency
Thank you