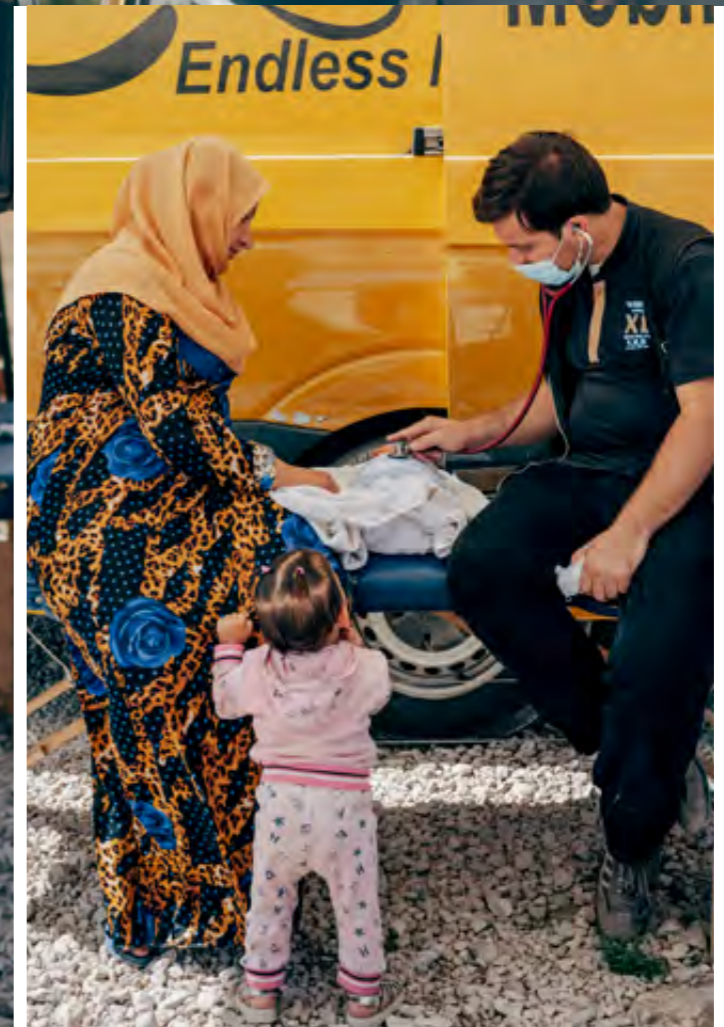
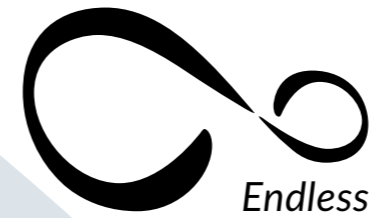


Endless Medical Advantage

*Annual Impact Report
2022/2023*



Endless Medical Advantage



Endless Medical Advantage



How your support
helped to provide
sustainable healthcare
services and
humanitarian relief
to the refugee and
vulnerable communities
of Lebanon





Welcome to our Annual Impact Report

Our mission at Endless Medical Advantage is to support Syrian and Lebanese medical professionals in providing sustainable healthcare services and humanitarian relief to refugees and vulnerable communities in Lebanon.

Our initiative is a key source of healthcare for these communities. For thousands of families, we are the only way for them to access free or subsidised healthcare, given by community-based medical professionals.

We give hope to people devastated by crisis, disaster and displacement. Together with the communities we serve, we contribute to health and well-being by providing the best care to every patient. We implement integrated clinical practice with the main activities run through primary healthcare mobile clinics, and fight for sustainable improvements in healthcare in Lebanon to build a better future.

As we celebrate our 5-year anniversary this Summer, we look back with gratitude. In 2018, EMA started working with one van, one doctor, in 7 camps. Now, our team of doctors are reaching approximately 50 camps, with two vans and covering a much larger geographical area. This growth wouldn't have been possible without the support of all of our loyal donors and partners.

On behalf of our patients, beneficiaries, their families and our staff,
THANK YOU!

With your generous support, we have treated thousands of patients in the last year, in our mobile clinics, new polyclinic, dental clinic and physiotherapy programme. In addition, we have also supported thousands of individuals with medical financial assistance, aid and relief, livelihood and food support.

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Letter from our medical director and co-founder Dr. Feras



Dear donors,

Five years ago, we started providing primary health care to seven camps, with our first mobile clinic. At the time, I would worry if I'd be able to serve these seven camps and provide the care they needed. It was my dream to make this work, and I just thought about how amazing it would be to serve these seven camps. But over the last five years, we worked hard to be able to serve around 50 camps, including the community around them. This exceeded my expectations, and as EMA grew, I saw my dream get bigger every day. And each day still, my hopes get bigger.

At the same time, I see how much need remains in Lebanon. We've had many challenges over the years and we needed even more flexibility to continue and develop our work. Amongst many difficulties, we faced the devastating economic crisis in Lebanon, the rising racism against Syrians, and the Covid pandemic. As the infrastructure in Lebanon is all but broken and the lack of fixed protocol ceasing to exist, these are extremely challenging circumstances to build an organisation in. Alhamdulillah we were able to adapt and deal with the varying challenges to our best ability.

I want to specifically mention our biggest challenge over the last year, when the racism against Syrian refugees was increasing everywhere in Lebanon. This personally made me feel terrible, as we were unable to do anything about the violence and this also impacted our work in the camps. As Syrians, we are trying to help and provide needed services to both the Syrian and Lebanese population. Many Syrian refugees want to do the same and

“From your generous hands, through our hands, we were able to make a difference in the community together.”

contribute to society, however they scarcely get the chance due to the racism spearheaded by the government and local communities.

Despite these hardships, people still have hope that tomorrow will be better. Unfortunately we have seen over the years that tomorrow is always worse than before. We still hope this will change, so our people will get the chance to contribute. We wish we can give back to this country, by putting our hands, Lebanese and Syrian, together to rebuild this country.

When I think about all the trials, I am even more proud of EMA, where we stand today and how we have grown and developed so fast as an organisation over the last years. I'm proud of the work we do everyday, and I am especially proud of our team, our previous team members, all our international volunteers and everybody currently working with us. Our employees and volunteers have not only contributed to build EMA, but were also able to develop themselves and rebuild their lives as part of the EMA family.

I want to conclude by thanking you for your support from the bottom of my heart. From your generous hands, through our hands, we were able to make a difference in the community together. We were able to build something new, to develop and expand our services for the many. We were able to give hope to thousands of families and change the lives of many more. Thank you so much for your support and your help. We hope you'll keep supporting us, to be able to expand and do more each and every day. **THANK YOU!**



Your Support in Numbers

Total number of estimated direct and indirect beneficiaries: **52,000**

2 mobile medical units

1 polyclinic (since February 2023)

With **5** part time specialists

18,129 patients treated in the mobile clinics and polyclinic combined

2 dental chairs, **2** dentists

12,243 patients treated in the dental clinic

350 patients treated in physiotherapy programme

925 physiotherapy sessions

1,200 families (approximately 7,500 individuals) supported with a food package during Ramadan

2,144 families (approximately 12,864 individuals) benefited from our winterisation campaign (wood, fuel, mattresses, blankets and tarpaulin)


210 individual medical cases supported for (life saving) treatment


105 families supported with rent relief

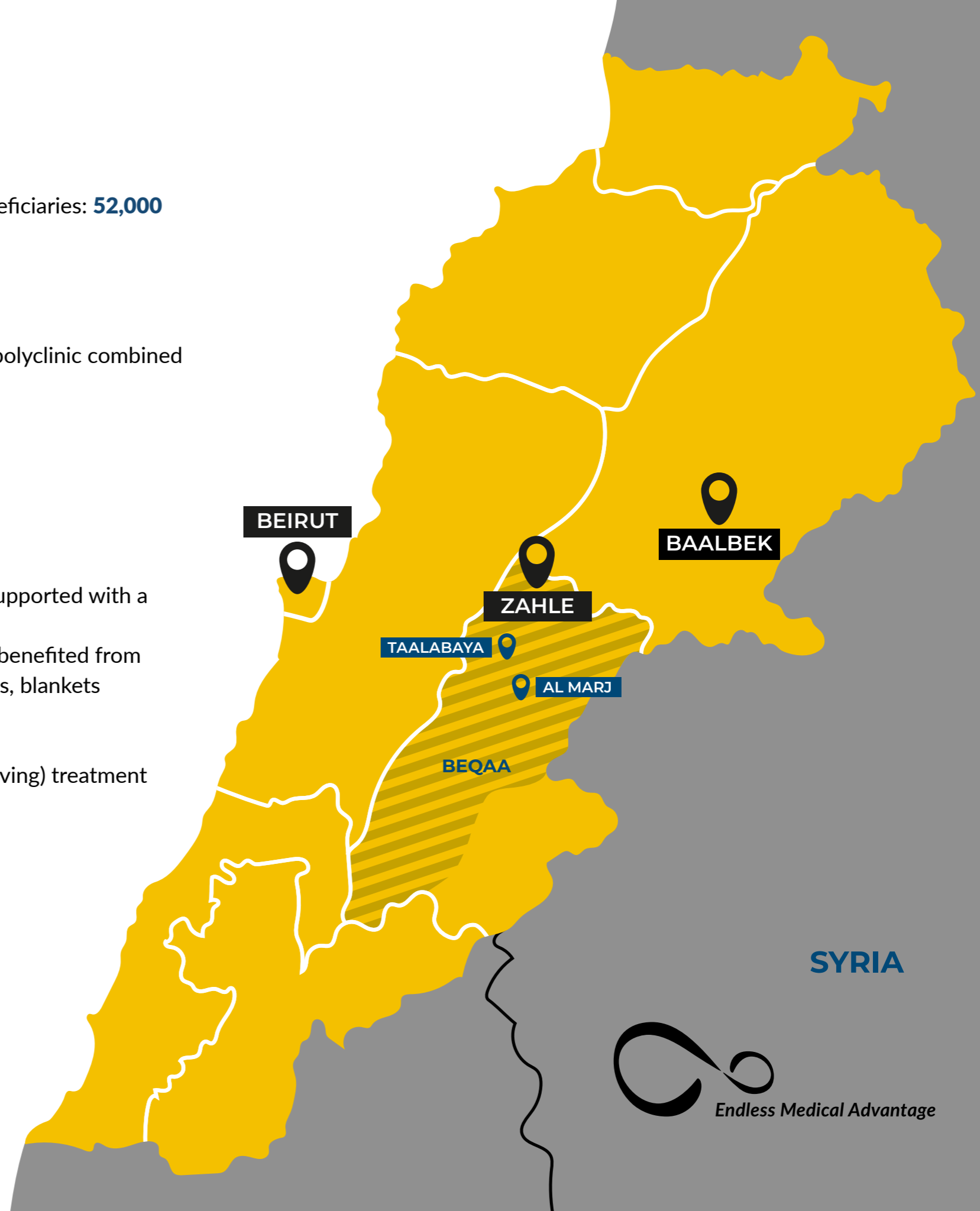
Throughout the year we work with

18 full time staff

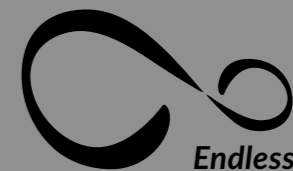
5 volunteers

 Our work area covers large parts of Central and West Bekaa

 Location of our poly clinic and dental clinic



SYRIA



Endless Medical Advantage



EMA's IMPACT

Mobile Medical Units

Through our mobile clinics we provide medical consultation and, if needed, medications. Our two fully equipped vans for primary healthcare allow us to be flexible and accessible. By operating in our unique EMA way of working, we remove several barriers for the most vulnerable communities. People who otherwise could not access affordable healthcare, are no longer deprived of this basic right because:

- We visit remote areas and communities who otherwise have no or very limited access to healthcare. The camps where we operate are some of the most isolated and remote in relation to access to governmental clinics and hospitals. There are large numbers of people living in remote areas, often along poor roads with no access to traditional public transport.
- We heavily subsidise consultation and medications, making these services affordable. Our health services are 80-90% more affordable compared to local services, both public and private.

From the start of 2023 there was an important change in our operating environment, as new restrictions to work in the camps were imposed by the Lebanese government and general security forces. This required all NGOs working in the settlements to seek new permissions from various ministries including the Ministry of Public Health and the Ministry of Social Affairs. This was a long and arduous process and we did not obtain these permissions at the moment of writing this report. Whilst we awaited our paperwork, we did not want to halt our operations as the needs have been greater than ever. However, working in the mobile clinics was not possible, therefore we found an alternate solution to work with a partner polyclinic where we could run our primary healthcare clinical model from a fixed space. Read more about the polyclinic on page 7.



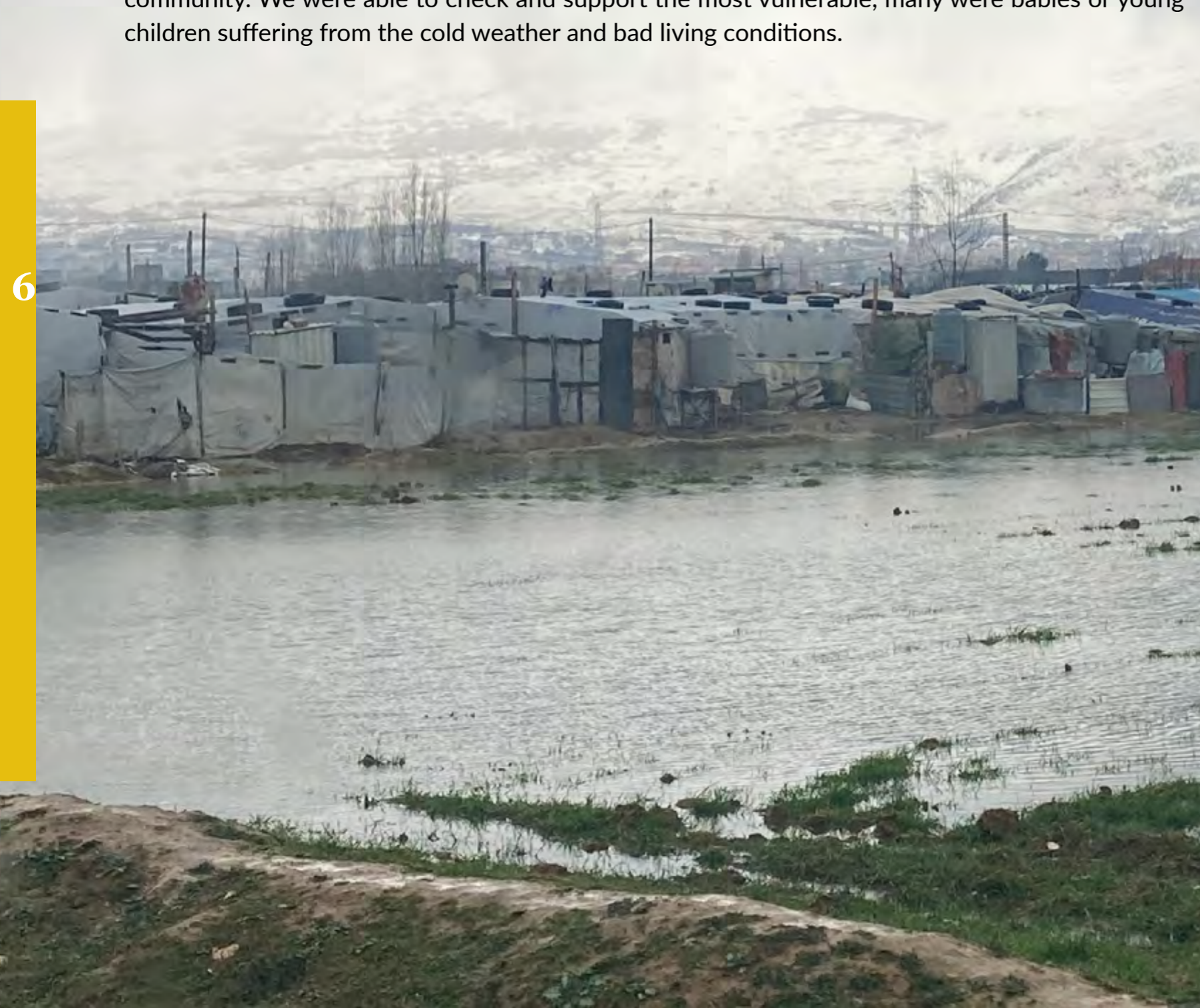


EMA's IMPACT

Emergency Response to floods in January 2023

In response to the flooding of several refugee camps in Saadnayel area during the first month of 2023, we were called by another NGO to provide health checks and medications for the evacuated community. We were able to check and support the most vulnerable, many were babies or young children suffering from the cold weather and bad living conditions.

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EMA's IMPACT

Polyclinic

In February 2023, we established our first fixed polyclinic. We initially created this clinic to ensure our activities could continue during the ongoing restrictions to enter the camps with our mobile medical clinics. These restrictions, imposed by the Lebanese government, started from the beginning of 2023 and are still enforced at the time of writing this report.

The polyclinic is also part of our long term vision to provide holistic healthcare and be able to follow up and provide our patients with affordable specialist healthcare. Following the restrictions on our mobile service, we established the fixed clinic sooner than planned. Our flexibility and adaptability as an organisation enabled us to mobilise almost immediately, in order to remain visible to our communities and secure their access to affordable healthcare.

For the polyclinic we partnered with a local Lebanese NGO, INMAA. We started off by implementing our operating model we've been developing with our mobile service over the last years, and then were able to develop the polyclinic by bringing in specialists. We engaged local specialists based on the needs in our communities. As of May 2023, we offer specialist consultations at affordable rates including OB-GYN, endocrinology, orthopaedics and urology.

Patient testimony from a mother:

“My son has been suffering with pain for the last two years. I have taken him to many clinics and borrowed money to have tests done. I brought him to the Al Ward clinic where he was seen by Dr Moaz. After an initial assessment, we were referred for some more tests and Dr Moaz agreed with Dr Feras that EMA would cover the cost of these tests. Once the results came back, and further investigation by Dr Moaz, my son was diagnosed with FMF, a condition that can be overlooked. Dr Moaz prescribed the immediate medication and after one month, my son does not wake up with pain in his legs at night anymore. These doctors took the time to investigate my son properly and gave us excellent care.”



Patient testimony:

“When we heard EMA was opening the clinic in Taalabaya, close to our camp, I almost cried. When the NGOs stopped coming to the camps and the general security threatened us if we didn't comply, I worried about getting basic medications for my children, especially in the winter in the camps. Coming to the clinic is in walking distance and we know the EMA team will provide us the service we deserve.”



EMA's IMPACT

Dental Clinic

Following the initial success of our first dental chair, we opened a second dental chair in December 2022 to meet the demands of the community. We now offer all dental treatments next to emergency dental care.

Our dental clinic is self-sustaining, while still offering heavily subsidised treatments. With our unique EMA approach, we are setting an example and an inspiring precedent for affordable dental care in Lebanon. At our dental clinic we receive patients from all population groups such as Syrians, Lebanese, Palestinians, as well as migrant workers. People come from afar, not just the Bekaa region, but spanning other regions of Lebanon as well.



EMA's IMPACT

Physiotherapy

After the successful physiotherapy pilot, which ended in July 2022, we were able to establish a fully equipped small physiotherapy centre immediately after. Physiotherapy is now part of our core services, with free sessions available to all population groups. Our physiotherapist provides short and long term treatment plans, along with education and support for families.

The long term toll of war, poor health infrastructure and poor living conditions results in a higher rate of disability in the Syrian refugee population. In the physiotherapy clinic, we see several patients with neurological problems such as cerebral palsy, hemiplegia, tetraplegia, paraplegia and spina bifida. Other problems that are commonly treated and prevalent in the community are rheumatological problems, muscle dystrophy and traumatic conditions.

Our physiotherapy programme enhances disability inclusion and contributes to communities in which disabled people can participate in a meaningful way and reach their full potential.

Patient testimony from a father:

“My son had surgery and through a complication by the anesthesia, he suffered hypoxia and lacked oxygen in his brain for several minutes.

He woke up fully paralysed, unable to eat, speak, or move.

He is only 7 years old and we were told he will have poor quality of life for as long as he lives. We were told of Dr Lina, a local Physiotherapist working with EMA and we started some sessions. She recommended an MRI which confirmed that brain activity was visible and with the correct, long term physical therapies, there was hope for improved quality of life. My son has been seeing Dr Lina for the last 4 months and we are beginning to hope again. He has some movements and he is gaining strength.

We know Dr Lina is not a miracle worker but she is doing more than we dreamed of.”





EMERGENCY APPEAL

Emergency Appeal in February 2023

In response to the devastating earthquakes in Turkey and Northern Syria in February 2023, EMA immediately organised an emergency appeal to raise funds for the Save a Soul Hospital in Idlib.

With the majority of international aid being blocked from entering the badly affected areas in Syria, we saw the need for a quick and grassroots response. Because of our close connections with the hospital director, we were able to make sure the raised funds were put directly where they were most needed.

With the most generous support of donors in our network and far beyond, the hospital was able to treat patients in the aftermath of the earthquakes and deliver the needed medical and livelihood support.

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Aid & Relief is part of our holistic approach to improve overall living conditions and general health, by offering the most needed services complementary to our core activities of medical aid. With our small team of staff and volunteers, we maximise our impact by knowing the needs of our communities and responding to them almost immediately.



EMA's IMPACT

Aid & Relief

Winterisation

Although a relatively mild winter in Bekaa, lots of the refugee community were again struggling to keep warm and healthy during the winter months of 2022/23. With a grant from one of our long term donors, we were able to distribute wood and fuel for heating purposes, mattresses, blankets and tent covers (tarpaulins) during the wet and cold months.

Ramadan food campaign

With a combination of generous gifts by a private donor and crowdfunding, we were once again able to lift the burden of food insecurity during the month of Ramadan (April 2023). Similar to the last years, we distributed food parcels to support 1,200 families throughout the holy month.

Food insecurity kept reaching new staggering levels over the last year, as disposable income became problematic for more and more people in Lebanon. This was worsened by the dollarisation of the economy, rising cost of living and ongoing devaluation of the currency with rising inflation as a result. In addition, most of the refugee population living in camps have been facing a lack of access to NGOs and our services and resources, due to the restrictions for NGOs to work in the camps imposed by the Lebanese government. Along with the anti refugee campaign fueled by the Lebanese government, the living conditions for Syrian refugees became even more uncertain with forced arrests, raids and curfews.

EMA's IMPACT

Financial Assistance

We continued supporting individuals for financial aid and medical bills, helping more than 200 individuals throughout the year with a combination of full and partial payments for treatments such as chemotherapy, kidney dialysis, surgery, MRI, biopsies, X-rays, emergency surgeries, ICU admission and more - as well as basic blood and urine analysis.

For those patients, we have been able to diagnose cancer early, to diagnose other internal conditions and also support life saving treatments such as chemotherapy and kidney dialysis.

Next to medical cases, we supported a number of families with rent relief, covering their rent fees for a certain amount of time. Throughout the year we helped 105 families.

Our financial assistance programme has saved the lives of many individuals living in very difficult circumstances and often renewed their faith in humanity.

Health Education & Awareness

Until November 2022 we continued our awareness sessions about fact checking and rumours around health concerns and infectious diseases. This programme started with COVID-19 and continued to prove important as outbreaks of cholera and monkeypox emerged.

During the sessions, participants gained basic insight and understanding of infectious diseases and learned about prevention in an empowering way. During the entire programme from March until November 2022, 178 group sessions were completed. These sessions were a combination of listening groups, focus group discussions and awareness sessions. In total more than 1,500 participants have been involved in these activities.

Patient testimony:

“I was due to give birth however the local hospital that gives discounts from UNHCR said the new prices were \$500. This was almost triple what it was a few months ago. Someone told me about Dr Feras and the EMA team who may be able to help. I went to see him in the Al Ward clinic and he recommended a new OBGYN, Dr Saher who runs Kherbet Qunafar hospital. Through them, I was offered by C-section for \$250. EMA supported me with half the medical bill and the hospital were very good. I told everyone in my camp about Dr Saher and the subsidised support they are giving for vulnerable families.”





Challenges & Successes

Our biggest challenges:

- From January 2023 onwards, we have been unable to enter the refugee camps with our mobile clinics, due to new restrictions imposed by the Lebanese government
- The ongoing economic collapse increases the extreme poverty in both Syrian and Lebanese communities, increasing the need for affordable health services, aid and relief and financial assistance.
- During the spring of 2023, the Syrian refugee community all over Lebanon was shaken by arrests and raids following years of tension and anti-refugee rhetoric. Violence against the refugee community increases, facilitated by the Lebanese authorities.
- With the ongoing crisis for over ten years now, we notice a reduction in funding opportunities for Lebanon, with the focus of the international community shifting to other war stricken areas globally

Key successes:

- A new dental chair, increasing the number of patients we are able to support by doubling our capacity.
- A new polyclinic and a new partnership with a local NGO
- In spite of the challenges, we were able to distribute for our winterisation and Ramadan campaigns, lifting the burden of cold and food insecurity during the months it was needed the most
- Our biggest success was our ability to maintain our activities and remain visible within our communities despite the mounting challenges of operating as an NGO in Lebanon
- Gaining permissions to reenter the camps in May 2023 whereby many other local and international NGOs were still restricted



The EMA Family

We are the only refugee-led healthcare provider across Bekaa, and our ethos is embedded in a bottom up approach, empowering local health professionals from the refugee community to support capacity building and shape a long-term sustainable healthcare infrastructure for a population that is otherwise unsupported. Our co-founder is a Syrian refugee and the rest of the team on the ground is comprised of healthcare professionals and humanitarian workers with lived experience from the communities we aim to serve.

Additional capacity to the core team is provided by international medical healthcare professionals who are a consistent component of EMAs activities. A steady stream of international medical volunteers comprised of doctors, nurses and medical students who joined us on the ground throughout the year assisted with clinical activities, health education and organisational support.

With the incredible support of our donors and partners, the EMA Family keeps growing, increasing our reach and impact to benefit the living conditions of so many in need of healthcare.



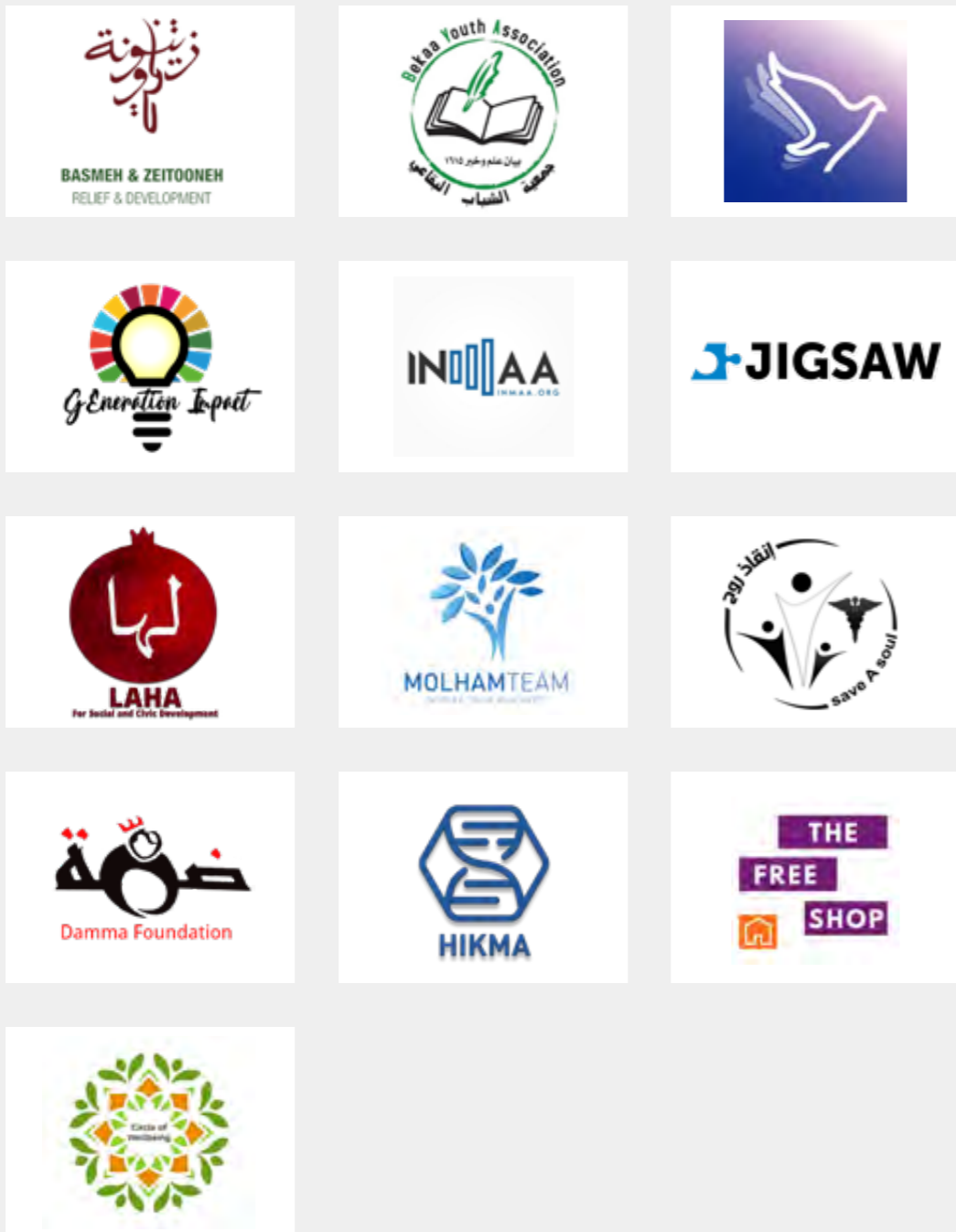


Partnerships & Collaborations

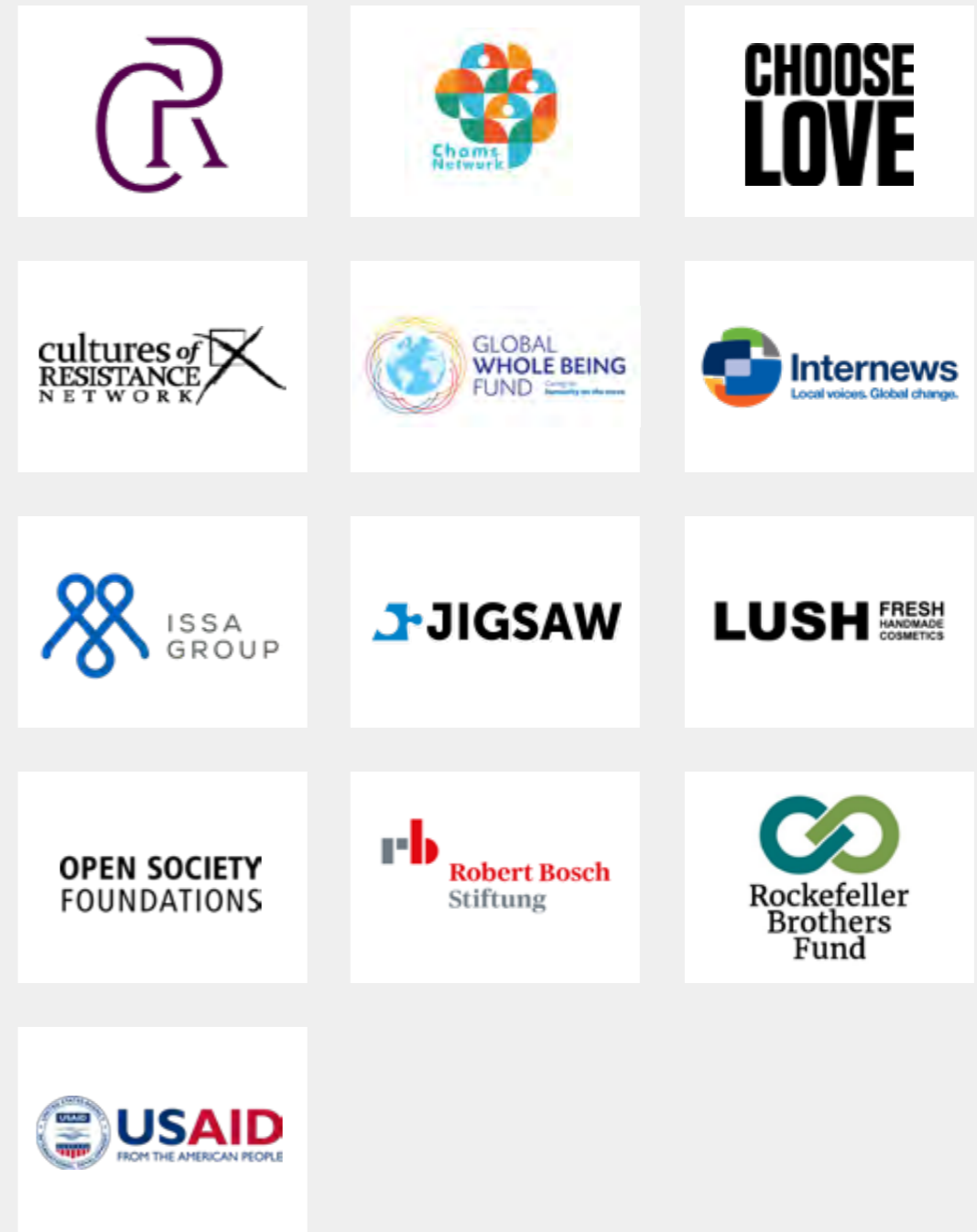
Our partners, both international and local, make it possible for us to develop, offer more services, reach more individuals from both the host and refugee communities, and have a much wider impact overall.

Quote from a partner organisation:
“EMA is truly a unique organisation – their ethos to changing healthcare management for vulnerable communities is incredible and they really do have their communities at the heart of what they do. Their biggest strength is that their organisation is led and run by people with lived experience and from the community it works to support. It’s a privilege to work alongside them.”

Partners



Donors

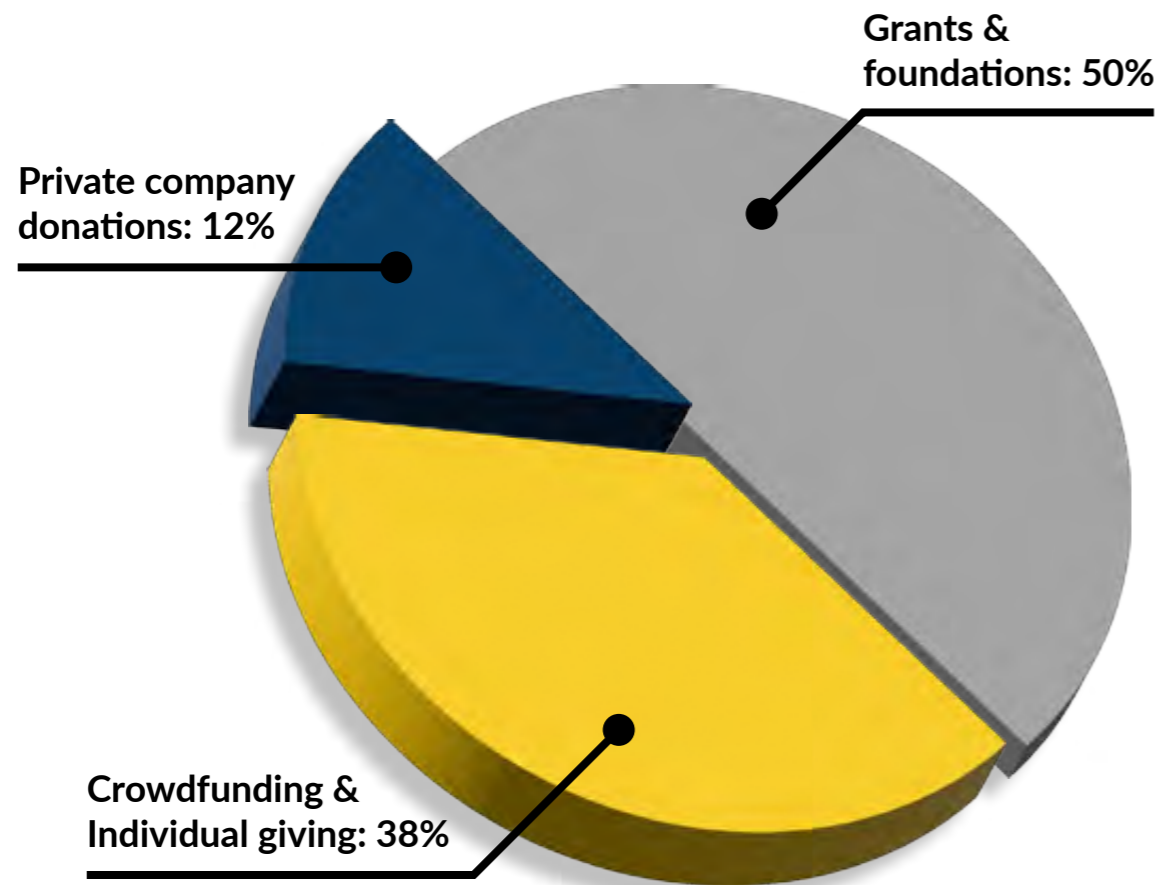


Financial Highlights

WHAT WE'VE RAISED

Total income: **£ 169,419**

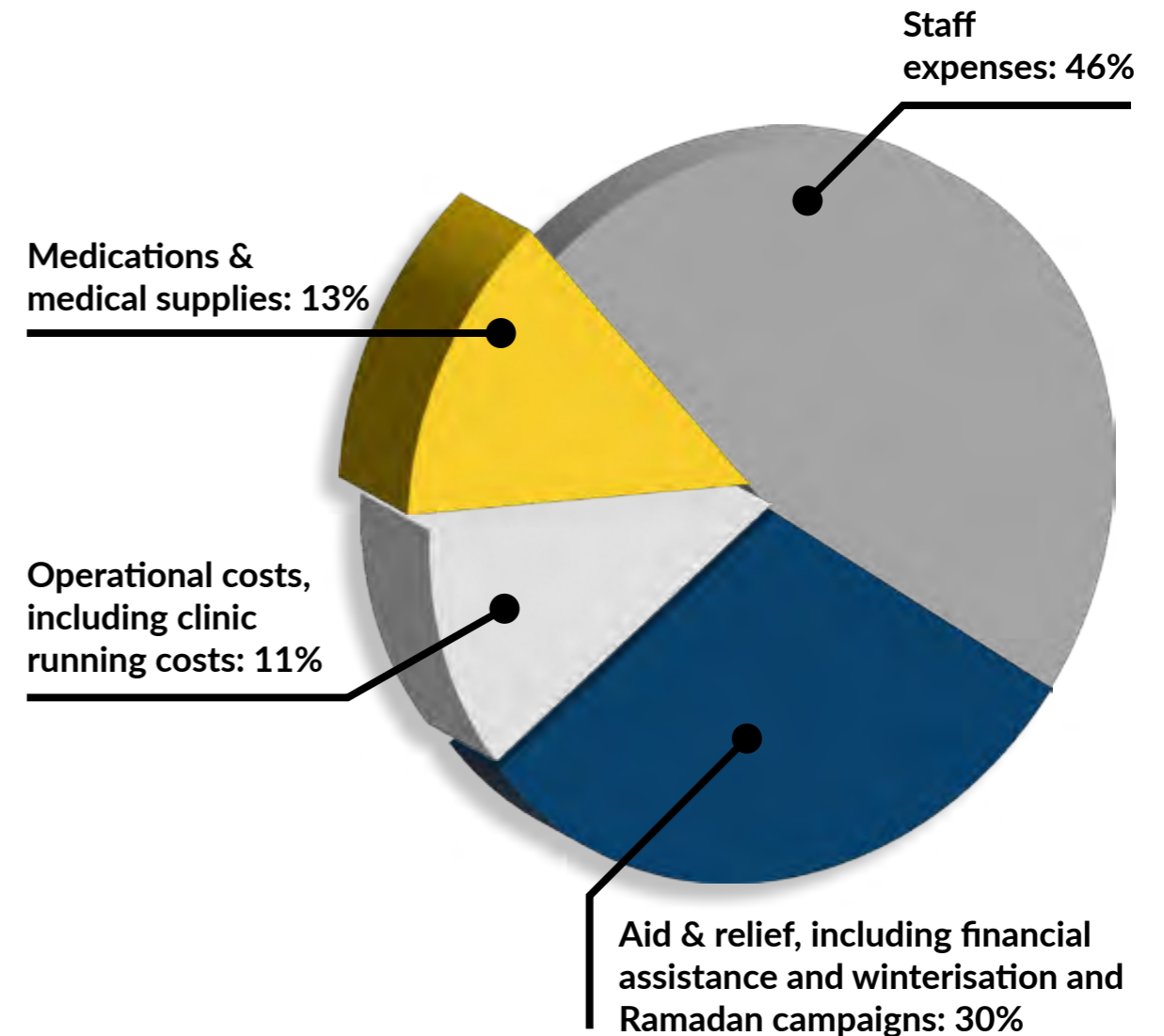
Sources of funding:



WHAT WE'VE SPENT

Total expenditure: **£ 154,866**

Annual expenses / Charitable activity:



Every donation received is spent entirely on direct programme services, including salaries, medications, clinic running costs and other operational costs.

The figures projected on this page were taken from our most recent financial accounts, over the year 2021/22.

These accounts can be found on the UK government website of the Charity Commission, [click here](#).

The financial statements of 2022/23 will be published on the Charity Commission website in January 2024.



Looking ahead to 2024 and beyond

As we look forward, we aim to resume activities in the camps with our mobile clinics and expand into new areas. We plan to develop the polyclinic and add an in house laboratory to ensure a holistic, all rounded patient centred approach for our beneficiaries. We also hope to further expand the physiotherapy service into a fully fledged centre (with more equipment and resources) to serve the greater population needs.

Our ethos is to maintain a bottom up approach to ensure all our work is community led and community driven. We plan to build capacity within the team and our operations with the aim of changing the face of healthcare for refugees and vulnerable communities in Lebanon. We hope to continue learning and adapt to needs and changes in our operating environment.



Looking ahead to 2024, we aim to achieve the following:

- Expand the polyclinic with more specialties based on the needs in our communities, such as cardiology
- Make laboratory services accessible to our patients, by offering these at affordable prices in our polyclinic
- Offer the vaccinations for a childhood immunisation programme, free of charge for all children
- Expand the dental clinic to cover a larger geographical area, by opening a third dental chair in the polyclinic
- Expand the reach of our physiotherapy programmes to new geographical areas
- Produce a comprehensive health education programme for the refugee communities as well as local schools in our target areas

We will pursue sourcing funds from subject grants to support the expansion of our services with project costs, operational costs, staffing of healthcare professionals and growth of the organisation to meet our long term goals.





Get in Touch

This year has been one of incredible growth and unprecedented challenges for our team. We are extremely grateful for our wonderful partners, volunteers and donors, who support us in so many ways. Despite the challenges we face, we continue to work everyday toward a more just healthcare system in Lebanon. **Because healthcare is a human right no-one should go without.**

There are many ways you can help us to continue and expand our work. Whether you share our story, visit us or make a donation, we value all of your support.

For more information on how to volunteer, donate or partner with us, please visit our website:

www.endlessmedicaladvantage.org/get-involved

For media requests, please contact us at **contact@endlessmedicaladvantage.org**

Want to stay updated throughout the year? Subscribe to our newsletter and follow us on social media.

Newsletter: **[sign up here](#)** Facebook: **[follow us here](#)** Instagram: **[click here](#)**



Endless Medical Advantage



Designed and produced by Bernadette de Heer, Willem de Heer
Photos by Sleiman Tinawi, Ahmed Kanaan, Milene van Arendonk,
Save a Soul Hospital
Thank you to everyone who gave consent for their picture to be used
in this report.

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Endless Medical Advantage
Registered UK Charity Number 1194717
www.endlessmedicaladvantage.org
contact@endlessmedicaladvantage.org

