



Jordan

A small nation with a population of slightly more than 11 million people, Jordan is home to millions of refugees fleeing violence in neighboring countries.

International Medical Corps has been supporting refugees in Jordan since the influx of Iraqi refugees after the 2003 war. In 2012, we expanded our support to Syrian refugees following the outbreak of war in that country.

Today, International Medical Corps provides vital health, mental health and psychosocial support (MHPSS), and child protection (CP) services in Azraq and Zaatari refugee camps, as well as MHPSS services in two urban locations in Amman and Mafraq governorates. We also provide referrals to government and private hospitals across Jordan outside of the camps.



Jordan hosts the second-highest per-capita share of refugees in the world, with Syrian refugees accounting for 94.1% of the refugee population. More than 80% of the refugees live outside of camps. Due to limited job opportunities, the majority live below the poverty line.

Jordan hosts two major refugee camps—Azraq and Zaatari—with populations of more than 32,000 and 47,000, respectively. International Medical Corps has operated in both camps since they opened, collaborating with the Jordanian government, various United Nations agencies and nongovernmental organizations (NGOs) to provide critical health, nutrition, MHPSS, CP and response services.

Although Jordan has one of the best healthcare systems in the region, the needs of refugees have strained national resources—a situation exacerbated by the rising costs of essential commodities. Many refugees live in neighborhoods already facing multiple challenges, including limited access to medical care, higher-than-average unemployment rates, high inflation rates, substandard living conditions and overburdened schools.



We run the **Azraq Camp Hospital**, which has a primary healthcare clinic and emergency room, and provides MHPSS services, as well as laboratory and X-ray services.

At the **Zaatari camp**, we run a CP-focused community center and a 24/7 health facility that provides emergency-room and MHPSS services, as well as laboratory and X-ray services.

Healthcare

International Medical Corps provides free and comprehensive primary, secondary and tertiary healthcare services in hospitals, health clinics and emergency rooms within the refugee camps, and referral services to the Ministry of Health (MoH) hospitals and private hospitals outside the camps. Across Jordan—through our referral service—we support dedicated health teams in numerous medical specialties, including general practice, maternal and newborn care, emergency obstetric and neonatal care, and pediatric, MHPSS, pharmaceutical and diagnostic services.

We have provided extensive healthcare services in Azraq camp since its establishment in 2014. We run the camp's only hospital, providing comprehensive emergency obstetric and neonatal care, as well as emergency and general medicine interventions. We also run the hospital's pediatric inpatient department, laboratory and pharmacy. Overall, we provide more than 6,000 monthly consultations on average.

We have provided healthcare services—including primary healthcare and mental health care, emergency and triage services, and ambulatory treatment for moderate and severe acute malnutrition—in Zaatari camp since 2018. In 2020, we established a 24/7 emergency room to manage acute medical and surgical emergencies. International Medical Corps remains the sole provider of 24/7 health services in both camps.

To help people inside and outside the camps access treatment, we work with a network of public and private hospitals to manage lifesaving emergencies and provide urgent, non-acute and elective referrals—in 2025 alone, we made close to 15,000 referrals.

We developed the pharmaceutical information management system—an inventory management and supply-chain software for use in remote and low-resource settings—to improve service delivery. We also leverage continuity-of-care software that manages patient processing across all healthcare service levels.





Mental Health and Psychosocial Support

The psychological toll of the Syrian war on refugees has been immense. Forced out of their homes, many refugees have experienced extreme levels of violence, fear and loss. In Jordan, they face a multitude of psychosocial stressors, including the pressure to start life in a new country—uncertain when, or even if, they will return home.

International Medical Corps is the country's second-largest provider of MHPSS services in both Azraq and Zaatari camps, and we co-chair the national MHPSS Working Group. We serve on the National Technical Committee for Mental Health in Jordan, providing technical support. We are dedicated to providing comprehensive MHPSS services to the population, as well as to building the country's capacity through training, advocacy and research.

We provide comprehensive MHPSS services at three clinics inside the camps, where we lead MHPSS programming. Our multidisciplinary team includes psychiatrists, psychologists, mental health nurses, pharmacists and case managers.

Through a case-management approach, we provide specialized MHPSS services to more than 2,000 people each year, including psychiatric consultations, psychotherapy, psychoeducation and home visits. We train staff to provide holistic care integrated with our CP program. We also train caregivers in families with children who have developmental delays or limitations.

We advocate for integrating mental health care into the primary healthcare, education and social protection sectors, and we train MoH staff and other primary healthcare providers on MHPSS topics. By providing training and capacity-building services to a range of stakeholders and by partnering with local universities to offer internship and training opportunities, we increase access to MHPSS services while reducing stigma surrounding mental health.

We have also developed RELAX, a free mobile app to make MHPSS services available online. We launched the app during the COVID-19 pandemic, when access to in-person MHPSS services became restricted, and continue to provide flexible support to people who need it.



Child Protection and Youth Empowerment

We are a leading specialized provider of comprehensive CP case management in Jordan. We manage the most complex CP concerns, safeguarding the well-being of children at risk of violence, abuse, neglect and exploitation. We also manage cases of separated and unaccompanied children, as well as child marriage and child labor.

After we identify children at risk of emotional distress due to these CP concerns, we offer a range of psychosocial support, including individual or group sessions and structured or unstructured activities. Our psychosocial support also targets children's families, helping caregivers create healthier environments for their children.

Through our Youth Empowerment Program, we engage children and adolescents under 18 in psychosocial support activities, helping them build the skills and knowledge they need to develop their own community-driven projects that promote social cohesion.

Our efforts to build local CP capacity include training partner NGOs, government stakeholders and local community-based organizations on CP case management and other related topics. As an active member of the Child Protection Information Management System—and former administrator and co-chair of its steering committee—our CP team has led efforts to ensure high-quality service delivery. We also play a key role in mental health coordination and collaboration by participating in various working groups and task forces.



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A pre-eminent first responder since 1984, International Medical Corps delivers emergency medical and related services to those affected by conflict, disaster and disease, no matter where they are, no matter what the conditions. We also train people in their communities, providing them with the skills they need to recover, chart their own path to self-reliance and become effective first responders themselves.

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