



**SAINT GEORGE HOSPITAL**  
• **UNIVERSITY MEDICAL CENTER** •  
IN ASSOCIATION WITH THE FACULTY OF MEDICINE  
UNIVERSITY OF BALAMAND

October 2001 • No. 2

# UPDATE

## Editorial

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Improving the quality and value of patient care is of prime importance to most health care providers. To reach this goal, health care institutions must improve patient services, be aware of operational shortcomings and of their impact on people who depend on it. A closer look and analysis of existing barriers, coupled with positive feedback aimed at improving the capacity of care is the ultimate goal of the Medical Administration at Saint George Hospital University Medical Center.

This initiative calls for a cultural change in our health care system; it also implies that we should team up with patients to provide them with informed choices and increased participation. Quality care also begins with the empowerment of the patient, meeting and sometimes exceeding the patient-customer requirements.

Partnering with patients is only logical and falls within their rights. It is the experience of caring that patients value. If sustained over a long period of time, caring will create significant opportunities for improved health.

In short, quality is synonymous with care. A simple word could make the difference. Caring is a win-win situation for both patients and institutions alike. At Saint George Hospital, we care for your care.

Dr. Nadim Jalbout  
Medical Director

## Onlook

### The University of Balamand Faculty of Medicine

Ranking among the oldest hospitals in Lebanon with a long standing history of medical care, Saint George Hospital in association with the University of Balamand will undertake the challenge of establishing a Faculty of Medicine to prepare a new generation of physicians and establish sound medical research in the region.



Balamand – North Campus

On December 18, 2000 the hospital officially became a University Medical Center. The 4 year academic program leads to the degree of Doctor of Medicine (MD) and candidates should be holders of the Bachelor Degree or its equivalent and should have completed several other academic requirements set by the Faculty (including the MCAT). Twenty five students have been selected for the first year starting in October 2001. The first two years will be taught

at the University of Balamand – Main Campus in the North and the second two clinical clerkship years will be performed at Saint George Hospital in Beirut. We hope that the Faculty's innovative curriculum will be in accordance with the new millennium requirements of medical education. It is a long-term initiative that needs to grow and develop throughout the century.

Applications and additional information are available at:

Office of the Dean  
Tel: 961 1 566 781

Fax: 961 1 562 110  
medicalfaculty@balamand.edu.lb

Registrar Office  
Tel: 961 6 930250 Ext: 121  
Fax: 961 6 930 278  
registrar@balamand.edu.lb

### The University of Balamand Saint George Faculty of Postgraduate Medical Education

The Faculty provides a scholarly environment in which both teaching staff and residents can participate in a well-structured postgraduate curriculum, research activities and ongoing medical education. Within its training, the Faculty offers residents the opportunity for personal, clinical and professional growth under the supervision and guidance of the teaching Faculty and administration

The residency training program leads to better patient care and increased interaction among healthcare providers, patients and families.

The Faculty also provides a fellowship program in certain medical subspecialties for those who have completed their Internal Medicine Degree.

For further information contact the:

Office of Admission & Registration  
University of Balamand  
P.O. Box 33 – 100 Tripoli, Lebanon  
Telephone: 06/930250, 03/335683,  
338679, Fax: 930278

Or

Saint George Faculty of Postgraduate  
Medical Education  
P.O. Box 166378 Achrafieh, Beirut,  
Lebanon 1100 2807  
Telephone: 01/566781, 01/585700  
Ext.: 3912/3, Fax: 01/562110

The following address was given by Dr. Imad Hajj on October 2, 2001 at the inauguration of the Faculty of Medicine and Medical Sciences - The University of Balamand.

كلمة عميد كلية الإختصاصات الطبية  
الدكتور عماد الحاج في إفتتاح كلية  
الطب - جامعة البلمند

”لا يمكن أن تُخفى مدينةً موضوعاً على  
جبل، ولا يوقدون سراجاً ويضونه تحت  
المكيال، بل على المنارة فيضيء لجميع  
الذين في البيت، فليضيء نوركم هكذا  
قدام الناس لكي يروا أعمالكم الحسنّة  
ويمجدوا أباكم الذي في السموات.“

## Outlook

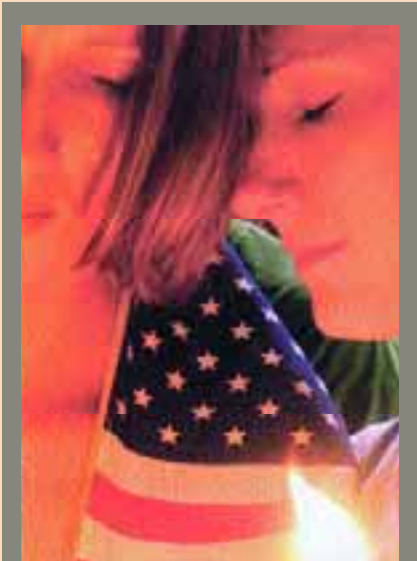
"Outlook" is reserved for news from the American Foundation for Saint George Hospital in Washington D.C.

Given the horrific and dramatic events of September 11, 2001 that will forever be engraved in the minds and hearts of all Americans and of people of all nations, we remain wordless in the face of the enormity of this tragedy.

Only heartfelt words of condolences, prayers and comfort go to the families and friends of all those who perished and to a mourning Nation who will emerge stronger than before from the ashes of death and destruction.

All the Lebanese generations, young and old, join in their prayers for peace and goodwill to humanity.

The February 2002 issue of UpDate will resume its full coverage of this section.



A Mourning Nation

### COMPUTER TRAINING SESSIONS OFFERED TO 340 SAINT GEORGE HOSPITAL EMPLOYEES

All the hospital departments and services will be connected by a computer network system aimed at upgrading and facilitating quick access to data and information – both administrative and medical. A cross-training program tailored to meet the needs and capacities of all employees has been designed and implemented in cooperation with "New Horizon" and the Balamand University "Network Unit Training Center".



Employees underwent a series of five-day training sessions in computer fundamentals, MS Windows Beginner and Intermediate, MS Word Beginner and Intermediate. Three Hundred and Forty (340) administrative staff, nurses, and directors of units participated in this in-service training from July 23, 2001 to September 7, 2001. Upcoming computer training sessions will be tailored to meet the educational needs of 100 physicians who will also undergo a series of capacity building sessions before the end of 2001.



Saint George Hospital Computer Laboratory Nurses Training Sessions

أبها الحفل الكريم  
نجتمع اليوم، بفرح وفخر كبيرين،  
لإضافة غرسة جديدة في بستان هذا  
الصرح العلمي الكبير الا وهي كلية  
الطب والعلوم الطبية في جامعة البلمند،  
ليصبح بذلك البستان أبهى وثماره أكثر  
تنوعاً وتالقاً.

ولأن النبت الصالح لا ينمو إلا بالعناية  
والصبر والتضحية، فكانت ولادة هذه  
الكلية تعبيراً عن قوة المحبة والتصميم  
الكامنة في نفوسنا. فما ان تحولت فكرة  
إنشاء كلية للطب في جامعة البلمند إلى  
قرار اتخذته مجلس أمنائها، بمبادرة  
ومباركة ودعم غبطة البطريك إغناطيوس  
الرابع هزيم وسيادة المتروبوليت الياسي  
عوده، حتى بادرت اللجنة الاستشارية  
التي كلفت بدراسة ومتابعة المشروع،  
برئاسة الدكتور جورج نحاس وعضوية  
د. ايلي كرم ود. نديم كرم والاستاذ سلام  
الريس ود. عماد الحج، إلى توفير الشروط  
والمستلزمات المؤدية إلى نجاح الخطوة  
الجديدة. إذ لدينا الإمكانيات العلمية  
والاخلاقية ولدينا الإرادة لإيجاد كلية  
طب تعمل بمنهجية وروحية جديدتين،  
عمادهما أساليب علمية حديثة وأخلاق  
اجتماعية راقية ترفد مهنة الطب بكل ما  
هو قيم ونبيلى، لأننا نؤمن بأن العلم بلا  
فضيلة هو كالزهرة بلا رائحة.

وهذا ما حفز أيضاً الجسم الطبي في  
مستشفى القديس جاورجيوس لمواكبة  
هذا العمل بكل إخلاص ودون تردد،  
واضعاً كل إمكانياته في سبيل تحقيق  
هذا الهدف النبيل، فلا فرق بين أن تكون  
هذه الحقيقة ابتكاري أو ابتكار غيرك  
وغيري. فالغرض في النهاية هو أن  
على الحقيقة الأساسية ان تخدم مصلحة  
المجتمع وتقدمه.

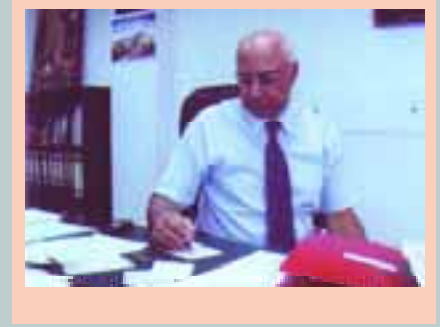
زرعوا فأكلنا، نزرع فيأكلون. هذا حال  
هذه الجامعة وهذا حال مستشفى القديس  
جاورجيوس، تراكم جهد خير في سبيل  
هدف نبيل، فشكراً لغبطة البطريك  
إغناطيوس الرابع هزيم ولسيادة  
المتروبوليت عوده ولرئيس الجامعة  
الدكتور ايلي سالم لكل المباركة والدعم  
على طريق جعل هذين الصرحين مركز  
إشعاع للمعرفة ليس في لبنان فقط، بل  
في الشرق والعالم أيضاً.

وشكراً

## The Hospital's Development Office

### From the Desk of the CEO

The unprecedented economic pressure facing Lebanon today is affecting most organizations. Saint George Hospital is not different from any other institution having to work under existing strenuous financial conditions. However, and in spite of many constraints, we remain determined to provide quality care without discrimination; hoping that the day will never come when we have to lower our standards due to financial reasons.



Given the present situation and following the directive of His Eminence Metropolitan Elias Audi, the hospital provided financial aid to needy patients in the amount of One Million One Hundred and Twenty US Dollars (\$1,120,000) for the first six months of the year 2001.

I am confident that the hospital family and friends are aware of these financial constraints and shall support the endeavors of the hospital to remain solvent without jeopardizing our quality service.

This is an open call for everyone to pitch in.

Salam S. Rayes  
C.E.O

### Active Dialogue the Key to the Future



Who are we here to serve? This is a fundamental question for every hospital. The answer will obviously differ depending on who is asked the question. To our physicians, the answer is obvious: we are here to meet the needs of our patients.

Our hospital also plays a vital role in society by creating employment opportunities and contributing to national development by paying taxes. To our employees, we should ideally offer enjoyable and stimulating employment, with financial rewards that will enable them to build a secure life for themselves and their families.

Performing all of these roles at the same time and managing the relationships which they involve, in a manner that benefits all concerned is what we mean by corporate citizenship. Good relations are essential to running the institution and thereby, generating development which is important to the hospital, society and its individuals alike.

Saint George Hospital currently employs 815 persons and served from January to September 2001 a total of 8,800 in-patients, 50,647 out patients and 13,171 emergency room patients. The Hospital offers these both an opportunity and a challenge – an opportunity to realize their goals and a challenge to achieve a little more than was thought possible.

We are in the initial stages of a process that cannot be controlled from the top. We must listen, both inside and outside the hospital, to develop corporate citizenship into something that will give us all a sense of pride and pleasure.

Becoming a Saint George Hospital corporate citizen is not a project to be completed within a given time frame; it is an attitude and a frame of mind which must imbue everything that we do.

Together we can continue to develop as SGH citizens by supporting its various projects and initiatives.

Lina S. Moukheiber  
Director of Development

## Developing Saint George Hospital

Since 1878, Saint George Hospital has been supporting lives. A non-profit community hospital, Saint George has become synonymous with generosity and hope.

Founded by people who cared, their quest has been carried on through generations. Today, the hospital has grown up into a total healthcare institution, providing overall in-patient and out-patient services to the community.

At the forefront of medicine, Saint George Hospital is constantly in pursuit of excellence. The generosity of countless of supporters brought latest high-tech equipment and made advanced interventions possible with some registered unprecedented breakthroughs in surgery.

The recent conflict in Lebanon did little to diminish the aim of the hospital. Faith and devotion of many who served unselfishly during the hardest of times, helped to rebuild the social fabric of the country and further exemplify the value of the hospital as a cornerstone for the community.

Many things have changed over the years, but Saint George is still committed to the challenge of helping to rebuild the community in terms of healthcare, education, research, faith and heritage...committed to be supporter of life, in the name of compassion.

## History

It all began over 123 years ago, when the founders of the hospital and several community leaders had a marvelous idea. They established a philanthropic society to care for the poor. This one idea, that held a thought for the less fortunate, sparked a resounding call to all who could help.



### 1878 – House to Hospital

Mr. Panayot Fakhoury, a member of the Orthodox community, donated two rooms in his Gemayze home to be used as a clinic and in-patient facility.

During 1880, 416 patients were treated, 18 of whom were hospitalized. By 1881, the number of patients had reached 2000. To cope with the patient load, a hospital of six rooms was constructed in 1883.

Six doctors worked tirelessly, three of whom were American citizens headed by Dr. Cornelius Van Dyke, who later founded the American University of Beirut School of Medicine.

### 1913 – Time to Grow

As the hospital reputation grew, so did patient demand. This led to the construction of a 90 bed hospital that saw completion in 1913. The philanthropic society and the "Waqf" of the Saint George Church secured funds for the new site.

The hospital was confiscated by the French authorities between 1919 and 1923. During this time it was used as a teaching center affiliated to the Saint Joseph (French) School of Medicine.

In the 1930's, to cope with the depression, hospital management planted vegetables, raised cattle and poultry in plots of adjacent land as a regular food supply for patients.

During World War II, the hospital faced financial difficulties. These were overcome; thanks to the campaigning and fund raising of a committee of three well-known members of the community.

### 1967 - Further Expansion

To meet the high demand of caring for a much bigger flow of patients, the hospital once again had no choice but to expand. A new 275 bed facility was completed in 1967. This is the facility that is still in use today. Funds for the new hospital were secured by the Church through the sale of land and by the contribution of generous donors.

### 1975 - Hardships

This year saw the start of the era of hardship of Lebanon. Internal conflicts and terror demolished most of the country's infrastructure.

Deaths and casualties were many.

Ironically so, the war created bonding of many factions within the country. People bonded and helped each other to get through the suffering. Saint George Hospital remained open to all the Lebanese population.

There were times when surgery was performed in hallways due to lack of space. Clean drinking water and food was distributed to the homes of the elderly and needy.

1983 – Diamond Jubilee

In the midst of the unrest, the hospital marked its centennial anniversary. His Eminence, Metropolitan Elias Audi truly described the spirit of the hospital and its mission with those



words:

"It is not by accident that we are in this part of the world, but as a living witness to His Glory. We shall stay, serve and preserve unto the end by the Grace of God."

1984-1987 New Services

As the conflict continued its rage and ravage, the struggle to provide quality health care and service continued. During these years three major services

became available at the hospital: CT scan, Open Heart, and Quality Assurance."

1995-2001 New Horizons

The country's struggle ended in 1990. Peace brought with it the opportunity to inject new high tech services, such as:

- In-vitro fertilization (IVF)
- Magnetic Resonance Imaging (MRI)
- Transplant Unit for kidney, liver, lung and pancreas
- Endovascular unit
- Osteodensitometry
- Molecular Biology Laboratory
- Quality Systems for Health Care
- ISO 9000 (International Organization for Standardization) certification
- Faculty of Postgraduate Medical Education–Residency Training Program with the University of Balamand
- Faculty of Medicine in association with the University of Balamand.

Saint George Hospital  
Trauma Care System  
Development for the Third Millennium

"Trauma is a surgical disease demanding surgical leadership"  
The American College of Surgeons Committee on Trauma

The word "Trauma" derives from the Greek meaning "bodily injury".

History

The first trauma centers were used to care for the wounded soldiers in Napoleon's armies. Lessons learned in successive

military conflicts have advanced knowledge of care of the injured patient. The Korean conflict and the Vietnam War established the importance of minimizing time from injury to definitive care. The extension of this concept to the management of civilian trauma led to the evolution from the 1970's onward of today's trauma systems.

Lebanon

Lebanon's fifteen years of military conflict starting in 1975 and ending in 1990 registered the death of 144,240 persons and the injury of 197,506. During the war, hospitals in Lebanon responded in good faith to the needs of heavily injured patients. Despite the fact that Lebanon was and remains a high risk country for domestic, road and war related injuries, the establishment of an organized trauma system has not yet been implemented by the private or public sector during Lebanon's post war period of recovery.





### Why?

Beyond war related injuries, injury remains the leading cause of death during the first four decades of life. In this era of health care reform, and following a needs assessment study aimed at establishing a trauma care system in Lebanon, Saint George Hospital is realigning its service delivery to become a Level I Trauma Care Center that will provide optimal care for the injured patient in a cost-effective manner. By doing so, SGH will assume its role in becoming a lead hospital in trauma by the year 2003 and will coordinate a trauma care system network with other major hospitals in Lebanon.

### How?

The provision of a 24 hour/day trauma surgeons with teams of all surgical specialties available to render immediate care for all types of injuries including trauma, cardiac and respiratory emergencies, surgical emergencies, head and spinal injuries, industrial accidents, burns, high risk infant/pregnancy, pediatrics, inter-hospital transfer, major disaster relief and transport of organs, will be established with the aim of further saving and supporting lives.

### Some Facts

Data obtained from the Directorate General of Internal Security Forces in Lebanon show that death and injury from road accidents have been rising and have reached unacceptable levels.

The number of deaths from road accidents rose from 337 deaths in 1996 to an estimated 389 deaths in 1999. The number of injured rose from 3215 persons to an estimated 4060 during the same period. These rates of deaths and injuries from road accidents are now among the highest in the world. While the rate of dead and injured from road accidents per one million in 1997 was 2 in Brazil, 53 in France, 167 in Korea and 834 in Jordan, it

reached 1233 in Lebanon during that year. In 1999 it rose to 1390 dead and injured per one million population (The Health Sector in Lebanon 2000 - Dr. Riad Tabbarah, Center for Development Studies & Projects MADMA, Middle East Research & Studies MERS).

## RECOGNIZING OUR BENEFACTORS

CrossLink International, Ltd. offered Saint George Hospital medicines valued at \$24,425 Batches were distributed to the Foyer Saint Georges and three dispensaries in and outside Beirut.



"Le Foyer Saint Georges" receiving its share of medicine for its elderly residents



From Left to Right:  
Maha Abou Chawareb,  
Director,  
Dr. Elie Stephan, Family  
Medicine & Geriatrician,  
Fadia Chidiac,  
Nurse  
-Foyer Saint Georges-

## Profile

Name  
Violette Selim Chahine

Education  
Master's Degree in Nursing  
from Saint Joseph University  
(1994)

Years of Experience  
Violette initiated her nursing  
career in 1987 at Hotel Dieu  
de France in Beirut, Lebanon.  
Since 1988 to date she has  
been working at Saint George  
Hospital. Currently, Violette is a  
Nursing Supervisor interacting  
with all the nurses throughout the  
different medical and surgical



Violette Chahine

Preferred Customers  
Adolescents, adults and the  
elderly. Children are her favor-  
ite customers but...outside the  
hospital!

Hobbies & Activities  
In her free time, Violette likes to  
play the guitar, walk and read  
mainly spiritual books.

## MOST FREQUENTLY TREATED CASES

Premature cases  
Multiple pregnancies  
Kidney failure  
Meningitis and other infections  
Surgical interventions  
Chronic diarrhea

### Some Facts

- A premature baby needing two months of hospitalization requires \$10,000 to \$12,000 per stay; one dose of Surfactant costing \$700 is essential to the survival of a premature baby. Two to three doses are often needed per case
- A baby suffering from mucoviscidosis needs a lifetime treatment at a rate of \$400 per week... for life!
- Cardiac catheterization costs around \$1000
- On the average, one cardiac surgery costs between \$7000 to \$10,000
- In 2000, ACHC spent \$143,533 for the assistance of children in need. This registers a seven fold increase in the size of generous donations that went from \$14,645 in 1995 to \$91,786 in 1998 from the beginning of the program to date.

In case of emergency

One ambulance equipped with a mobile unit for neonatal reanimation has been made available to ACHC by Saint George Hospital. Since its introduction, neonatal mortality among children transported from different areas of Lebanon has dropped from 68% to 30%.

## What's Up?



Comite d'Aide  
aux Enfants Hospitalisés

"As we move into the third millenium it becomes no longer acceptable to witness the death of children due to lack of funds"

This is why the Comite d'Aide aux Enfants Hospitalisés CAP-HO or the "Aid Committee for Hospitalized Children" ACHC was created in 1995 at Saint George Hospital in Beirut, Lebanon.

ACHC HELPS ALL CHILDREN...  
Over 150 children per year receive a helping hand from CAP-HO.  
ACHC helps needy children to pay their hospital bill, without any discrimination as to their ethnic, religious or geographic affiliation.



Samir

### ACHC MAIN GOALS

- 1) To provide unconditional support and assistance to any suffering child
- 2) To help and treat sick and needy children
- 3) To bring back good health and happy smiles to small faces yearning for brighter days

# HOPITAL

merci  
Cap - Ho



Drawing made by  
Raya Courban  
11 years old

ACHC is also a team of volunteers

ACHC is managed by the following women's committee:

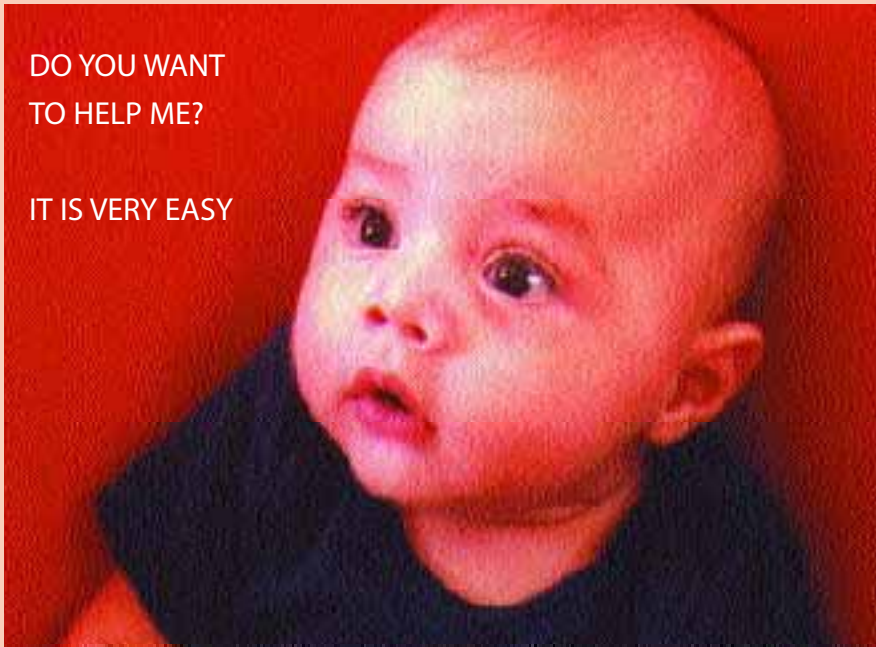
Marlene Eid, President  
Jeanine Safatly, Vice-President  
Neda Ziade, Treasurer  
Nicole Sacy, Secretary  
Hoda Abboud  
Norma Chahine  
Tonia Chaoui  
Neda Farah



Fundraising dinner at "Les Caves de Ksara" on June 23, 2001  
attended by 800 persons



It is because of you, it is because of the entire medical and hospitalization team that we believe in brighter days



DO YOU WANT  
TO HELP ME?

IT IS VERY EASY

**For Your Donations:**

BANK SARADAR  
"Comité d'Aide Aux Enfants  
Hospitalisés CAP-HO"  
07 001 350 100966 1 4

**Or:**

Intercontinental Bank of Lebanon sal  
02.000.330.020645.1.5

**How To Reach Us:**

CAP-HO  
Saint George Hospital University  
Medical Center  
P.O.Box 166/378 Beirut – Lebanon  
Tel: (+961) 1 585 700 Ext. 3877  
(+961) 3 233 482  
(+961) 3 438 612  
Fax: (+961) 1 582 560  
E-mail: capho@inco.com.lb

HEAR & SAY

A Seminar on the Management of  
Arrhythmias and Cardiovascular Emergencies

Given the lack of specialized educational programs in the field of Critical Care Nursing, and because the University of Balamand Nursing Program is committed to expand knowledge of nurses and update their skills, a two days seminar on the "Management of Arrhythmias and Cardiovascular Emergencies" was held from September 4-5, 2001 at Saint George Health Complex in Ashrafieh, Beirut. The University of Balamand Faculty of Health Sciences Nursing Program and the Nursing Service at Saint George Hospital University Medical Center in collaboration with the World Health Organization held this seminar in the presence of 105 critical and emergency care nurses representing 25 hospitals and universities from Beirut, North and South Lebanon, Mount Lebanon and the Beqaa.

Dr. Habib Latiri, Representative of the World Health Organization gave the opening remarks. Special thanks go to the seminar presenter and facilitator, Mrs. Hanan Rizk Foley, RN, MSN, Critical Care Service from Georgetown University Hospital in Washington D.C. who left a memorable impact on all participants. We also extend our gratitude to the Sanofi-Synthelabo Group for their partial support of this seminar.



Mrs. Hanan Rizk Foley, RN, MSN  
Georgetown University Hospital



Nurses Attending the Seminar

# Healthnews at Saint George Hospital

## Triple Chamber Pacing & Triple Chamber Defibrillators

Heart disease is often thought of as a problem with the arteries supplying the heart or with the heart muscles or valves; however, some patients have abnormalities in the "electrical" conducting systems that regulate cardiac rate or rhythm.

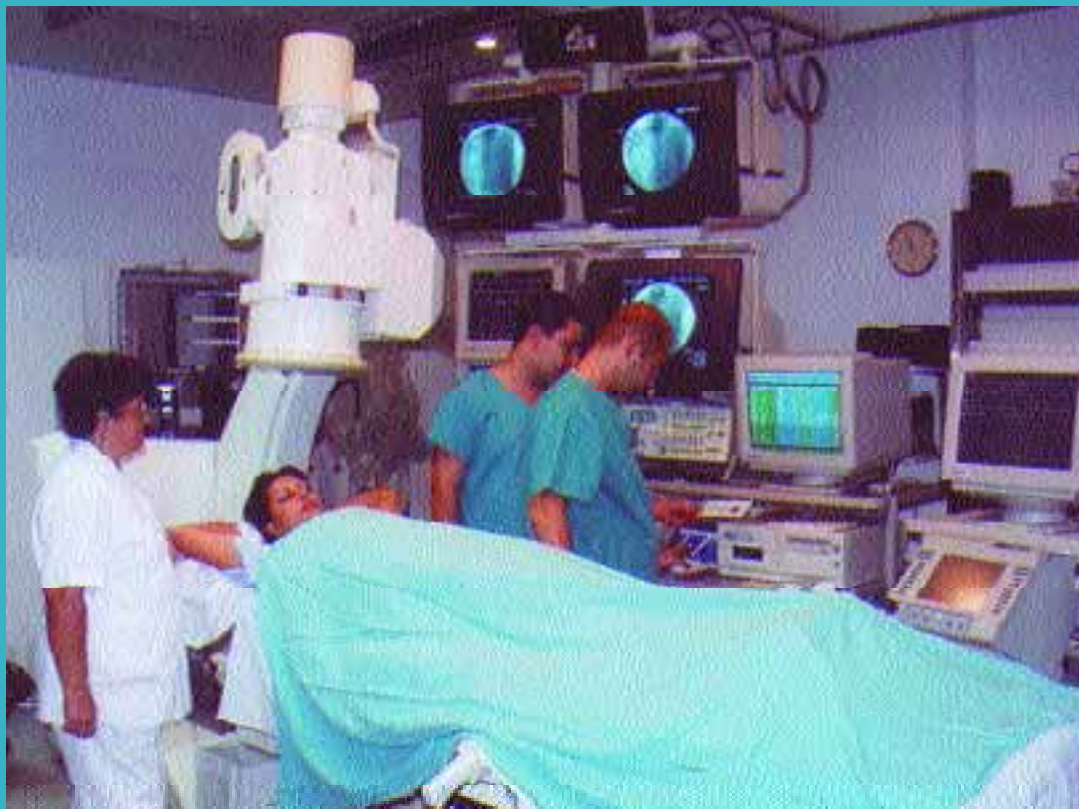
The Electrophysiology Laboratory (EL) of Saint George Hospital specializes in the management of cardiac arrhythmias and arrhythmias related problems, including palpitations, tachycardias, bradycardias, syncope, cardiac arrests and disorders associated with high risk of sudden death.

Four months ago, the Electrophysiology Laboratory team of Saint George Hospital University Medical Center started triple chamber internal defibrillators (ILD) interventions. This technique was first introduced in France over two years ago, followed by the United States of America.

Triple chamber (ILD) decreases sudden death caused by cardiac arrhythmia and improves the quality of life by improving ejection fraction of the left ventricle for patients with severe heart failure. The cost varies between \$24,000

to \$30,000 and it is less expensive than the cost in Europe and in the United States.

Other important services offered by the SGH Electrophysiology Laboratory are Radiofrequency Ablation, Electrophysiology Studies, and different types of Pace Makers and Implantable Defibrillators.



Electrophysiology Laboratory at Saint George Hospital University Medical Center

Donations will be greatly appreciated no matter how small and are tax-deductible.  
For your contributions, please contact:

In Lebanon:

Lina Moukheiber  
Director of Development  
Saint George Hospital  
University Medical Center  
Youssef Sursock Street

PO.Box 166378  
Achrafieh, Beirut  
LEBANON 1100 2807

(961) 01 581 700 or 585 700 ext 3224  
Mobile: 03 865 924  
E-mail: [hospdev@stgeorgehospital.org](mailto:hospdev@stgeorgehospital.org)  
Website: [www.stgeorgehospital.org](http://www.stgeorgehospital.org)

Return Address

Lebanon:  
Saint George Hospital University Medical Center  
Development Office  
PO. Box 166378  
Beirut, LEBANON 1100 2807

United States of America:  
The American Foundation for Saint George Hospital, Inc.  
1100 Connecticut Ave., NW, 9th Floor  
Washington, DC 20036-4114

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In the USA:

Lama Najjar  
Office Manager  
American Foundation for  
Saint George Hospital

1100 Connecticut Avenue  
NW, 9th Floor  
Washington, DC 20036-4114

Tel: (202) 463-6868  
Fax: (202) 463-2975  
E-mail: [stgeorgefoundation@erols.com](mailto:stgeorgefoundation@erols.com)  
Website: [www.stgeorgefoundation.com](http://www.stgeorgefoundation.com)

Mail To:

Stamp