"Amal received a further hospital appointment at An-Najah University Hospital for 1 September. She was eagerly awaiting a text message from the Palestinian Health Liaison Office, hoping for a positive response, when WHO spoke with her the day before her appointment. She received the text at 5pm that day and called to ask, "I've just received a text message from the Liaison Office. It says under study. What does it mean?" After her initial disappointment, she received another message later that evening saying that she had been approved and could travel the next day.

Amal finally travelled and received the scan she needed. Doctors advised the best course of action would be to manage her condition with medicines, which she now takes daily. "I finally had the tests and I feel so grateful that I won't need brain surgery after all. The doctors at An-Najah reassured me and prescribed me some medicines. They recommended that I will need follow up to keep an eye on things," Amal said.

Table 1: Amal's hospital appointments, intended destination, and permit outcomes

ntment date	Hospital destination	Permit outcome
022 16	An-Najah University Hospital	Delayed
st 2022 3	An-Najah University Hospital	Approved (closure prevented (travel
mber 2022 1	An-Najah University Hospital	Approved (initially notified her (application was under study

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