






BLOOD DONATION CENTRE

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS

-  LOCATION
-  E-MAIL
-  TELEPHONE
-  FAX

TIMING

-  TIMINGS

FOR WHOM?

-  MEN
-  WOMEN
-  PEOPLE OF DETERMINATION

INFORMATION RECEIVED BY






-  WEBSITE
-  SERVICE CENTRE
-  CALL CENTRE
-  DHA APP.

PAYMENT METHOD (FOR SERVICES OTHER THAN DONATION)

-  BANK TRANSFER



Disclaimer: All data provided in this manual are for the purpose of information only; it is valid as of the latest date of update. Dubai Health Authority has the right to make any modification, revocation or addition to the mentioned in this guide, including, for example, waiting times, official working hours, financial fees and expenses at the hospitals and service centres mentioned in the manual are subject to change according to health status, events and official holidays. For more information, please call 800324.

 800342 (DHA) |  dha.gov.ae |  @dha_dubai |  Dubai Health Authority |  DHA

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BLOOD DONATION CENTRE



The Dubai Health Authority's Blood Donation Centre (DBDC) was founded in 1986.

It is the main blood donation centre in Dubai and it is committed to providing a safe and adequate supply of blood to all DHA hospitals and private hospitals in Dubai. The facility is accredited by the American Association of Blood Bank (AABB) since 2012.

DBDC collects around 50% of the total blood collected throughout the country and around 54,000 blood units every year (according to 2019 statistics).

Contacts

Dubai Blood Donation Centre
Latifa Women and Children
Hospital, Dubai, UAE



dbdc@dha.gov.ae



800342



To call from outside UAE
+971 4 219 8888

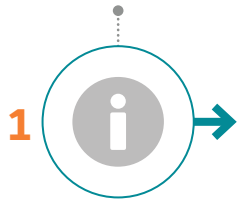


Sun - Thu
7:00am - 8:30pm



CUSTOMER JOURNEY

Gathering information



Gathering information

The customer can contact the call centre, access DHA website or DHA App. (DAMMI) or visit the centre to get the needed information about the services and working hours.

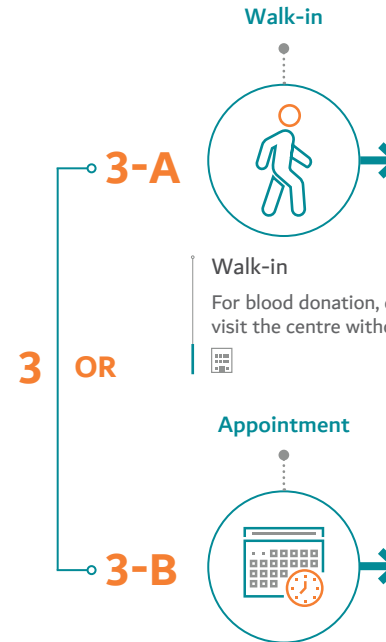


Completing the questionnaire



Completing the questionnaire

The customer can complete the questionnaire on DHA App. (DAMMI) or at the centre.



3-A

Walk-in



Walk-in

For blood donation, customer can visit the centre without an appointment.



3 OR

Appointment



3-B

Reaching the centre



Finding suitable parking

When the donor arrives at the centre, a dedicated parking is available and accessible.



Nurse assessment

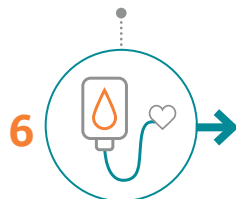


Questionnaire and blood testing

The questionnaire will be reviewed and a medical assessment is done by the nurse.



Blood donation



Donating blood

Blood specimen is collected by the medical team.



SMS



SMS notification

A "thank you" message is sent to blood donors post donations.



INDEX OF SERVICES

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INTERCONNECTED SERVICES

Interconnected Services



MEDICAL SERVICES

Blood Donation

The only blood donation services in Dubai to afford the required blood and components to patients in need whether in government or private sector.

Blood donation services include:

- Whole blood donation (single unit)
- Double red cells donation
- Platelet apheresis donation
- Blood donor medical counselling

Required Documents

- Valid Emirates ID/GCC-ID
- Request form for directed and autologous donation

Service Limitations

For blood and components donation:

- Availability of valid Emirates ID/GCC-ID
- Age should be between 18 to 65 years
- Weight should be more than 50kgs
- Apheresis and double red cell donation is available only in the centre
- Travel history to malaria endemic countries to be considered
- Fulfilling the eligibility criteria for blood and platelet donation

For medical counselling:

Medical counselling is only for donors with positive or abnormal blood test results

Delivery Time

Whole blood donation
50 - 60 minutes

Double red cells donation
Up to 60 minutes

Platelet apheresis donation
60-80 minutes

Donor counselling
45 minutes

For Whom?



UAE Nationals
Residents
GCC



Walk-in

For whole blood donation

Appointment

For platelet apheresis donation and for double red cell donation



For whole blood donation
Sun - Thu
7:00am - 8:30pm

For platelet apheresis and double red cell donation
Sun - Thu
7:00am - 1:00pm

For donor counselling
Sun - Thu
7:30am - 2:30pm

Waiting Time

5 minutes

For Whom?



Healthcare Providers
Hospitals

Appointment



24/7

Dubai Blood Donation
Centre Shipping Unit

Waiting Time

5 minutes

Delivery Time

10 minutes

Supplying Blood and Components to Hospitals

Supplying blood and its components to hospitals for patients in need within Dubai whether in government or private sector (which have valid SLA-Service Level Agreement with Purchasing Department in DHA) and to other main blood donation centres outside Dubai during emergency.

Required Documents

- Blood/product(s) request (electronic from DHA hospital/ stamped hard copy from private hospital)
- Delivery note, private hospital billing form, payment receipt voucher

Preparation Steps

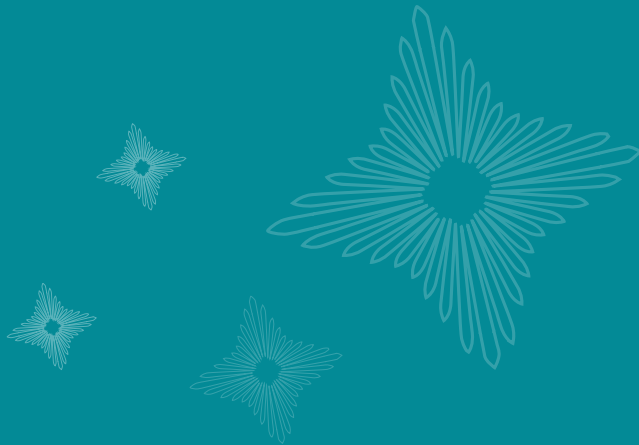
- Valid SLA for requesting blood and components for private hospital
- Request form from the requesting hospital

Service limitations

Blood and components are supplied to private hospitals which have valid SLA with the Purchasing Department of DHA

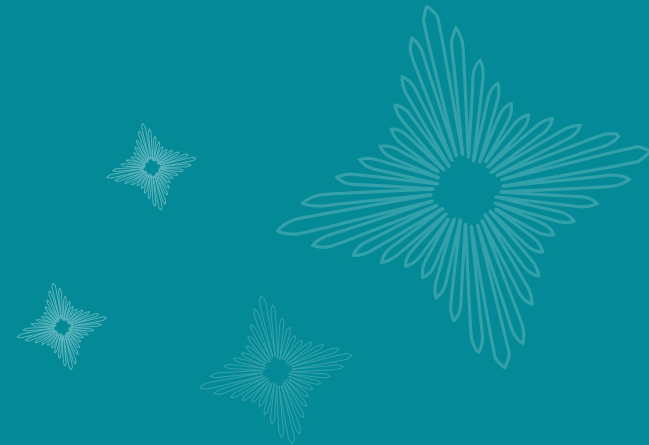
Service Fees

Fees are as per Ministerial Decree for blood and blood components unit prices



FACILITY FAQ

(BLOOD DONATION)





Is it safe to give blood?

Blood donation is very safe, you cannot get any diseases from donating blood. All materials and supplies used to collect blood are new, sterile and disposable, and used only once. A qualified and certified team will assist you and ensure your safety during donation.

Who can give blood?

If you are healthy and between the ages 18 to 65 years, you are eligible to give blood.

What are the benefits of blood donation?

- Blood donation is a humanitarian act that helps to save the lives of needy patients.
- Regular blood donation would decrease the possibility of having heart diseases and strokes.
- It also activates the bone marrow to produce new blood cells.
- Help the body get rid of excess iron level.

How often can a person give blood?

You are eligible to make whole blood donations every 56 days, platelet apheresis donation every 2 weeks, while the double red cell donation every 16 weeks.

What are the types of donations available?

- Whole blood donation (single unit)
- Double red cells donation
- Platelet apheresis donation

Where can I donate blood?

You can donate blood in Dubai Blood Donation Centre, which is located in the Latifa Hospital complex.

How long does it take to give blood?

It usually takes around 50-60 minutes to donate whole blood, 60-80 minutes to donate platelets by apheresis and up to 60 minutes to donate double red cells.

What are the required documents and forms?

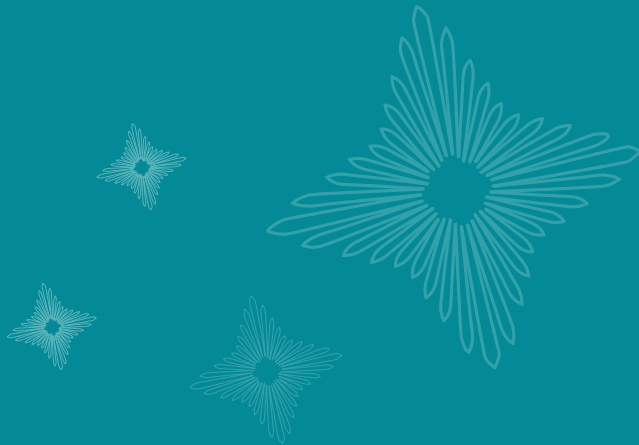
- You should have a valid Emirates ID or a GCC-ID to be a blood donor. If you are on a visit visa or transit visa to the UAE, then you are not eligible to give blood as per Federal Health Regulations.
- If you are donating for any specific patients, then you need to provide a request form from the treating physician.

What are the eligibility criteria?

- You should be in good general health condition at the time of blood donation.
- You should be between the ages of 18 - 65 years.
- You should not weight less than 50 kg. If your age is between 18 to 21 years, your weight should be more than 55 kg.
- Your blood pressure should be between 60/100 (diastolic) to 100/160 (systolic) mm Hg.
- Travel history to malaria endemic countries will be assessed by the screening nurse.
- It is not recommended for pregnant and lactating women to donate blood for the sake of her and her baby's health.
- You have to fulfill all other the eligibility criteria on the day of donation during assessment by the medical staff.

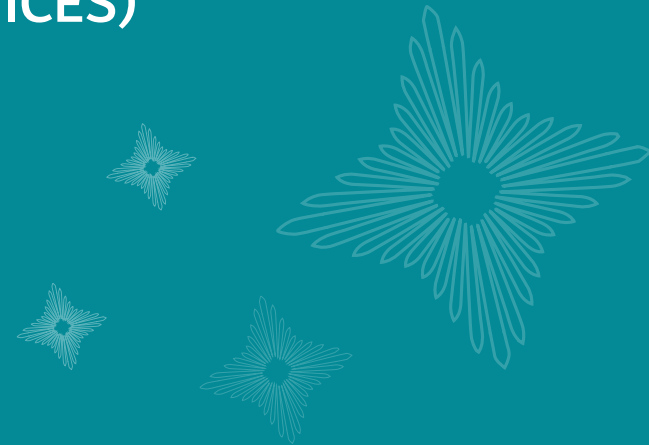
Is there any payment involved?

No, there is no payment involved. Blood donation and platelet donation are voluntary services.



FACILITY FAQ

(SUPPLYING BLOOD SERVICES)





Who is the customer of blood supplying services?

DHA governmental hospitals and private sector hospitals in the Emirates of Dubai.

Do all private hospitals have access to the service?

Only licensed private hospitals by Health Regulation sector in Dubai receive the service after signing the Service Level Agreement (SLA) for requesting blood units and blood components.

How to get the Service Level Agreement (SLA) for purchasing blood units and components?

The Service Level Agreement (SLA) is signed with Contracts and Purchasing Department in DHA to ensure the eligibility of private hospitals to practice blood transfusion and ensure that the standards for requesting and supplying blood and blood components is reserved.

What are the steps and rules applied at the Dubai Blood Donation Centre to deliver the service to private hospitals?

All procedures and rules to get the service are mentioned in the Service Level Agreement (SLA), including the standards that ensure the safety of blood transfusion for patients.

Can the private hospitals return the blood units or blood components to Dubai Blood Donation Centre?

Blood units and components cannot be returned once delivered to the private hospital under any circumstances to ensure safety of products.

What are the service timings?

24/7 for shipping units, Dubai Blood Donation Center.



INTERCONNECTED SERVICES

Services name	Name of related service
<ul style="list-style-type: none">• Blood donation services	<ul style="list-style-type: none">• Donor counselling in case of abnormal/ positive results for infectious disease markers
<ul style="list-style-type: none">• Patient lab test in Dubai Blood Donation Centre	<ul style="list-style-type: none">• PCR Viral load test for HIV/ HBV / HCV viruses for monitoring DHA patients as per physician's request