Rashid Hospital is a tertiary specialised academic hospital, which includes the state-of-the-art Emergency and Trauma Centre, which is a regional centre of excellence for emergency and trauma care.

Rashid Hospital was established in March 1973. It has undergone expansions to keep up with the growth in population and increase in-patient numbers. It is a JCI accredited hospital since October 2007.

Rashid Hospital provides emergency, in-patient and out-patient services to patients. The hospital is one of busiest in the region, as it is highly recognised for its specialised trauma and emergency care services and receives patients not only from Dubai but also from the Northern Emirates with a 68-bed emergency department and considered the major disaster facility for Dubai and the Northern Emirates.

Contacts

315 Umm Hurair Second, PO Box 4545 Dubai, UAE
wasselsotak@dha.gov.ae
800342
To call from outside UAE +971 4 219 8888
24/7

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.

First Issue 20-2-2020
CUSTOMER JOURNEY
OUT-PATIENT

Accessing information
1. Gathering information
   The patient can access DHA website or call 800DHA or use DHA App. to get the needed information about the services provided, working hours and physicians’ names available.

Appointment
2. Taking appointment
   A referral letter from PHC is automatically forwarded to the hospital, the hospital will book an appointment and communicate it to the patient.

Reaching the hospital
3. Finding suitable parking
   When the patient arrives at the hospital, a dedicated parking is available and accessible.

Registration
4. Counter in the registration area
   The patient provides one of the following documents:
   - Valid Emirates ID
   - Health card number
   - Insurance card
   - Valid passport (for visitors)
   - UAE driving licence
   - GCC card

Payment
5. Cashier counter
   The patient proceeds to the cashier counter to pay the needed service fees (if required/insurance clearance).

Physician assessment
6. Vital signs check-up
   The nurse checks the patient’s vital signs (blood pressure, temperature, weight, height, etc.).

Laboratory
7. Consultation and medicine prescription
   The physician assesses the patient, takes his/her history, then prescribe the suitable medication, orders lab tests, and/or radiology tests (if required).

8A. Giving samples
   The patient checks into the lab to provide samples requested by the physician (if required).

8B. Taking diagnosing via images
   The patient checks into the radiology room for imaging diagnosis (if required).

Pharmacy
8C. Receiving medication
   The patient collects the medications by visiting the pharmacy (if required).

Registration counter
8D. Follow-up appointment
   The patient books a follow-up appointment as per the physician’s order (if required).

Some tests may require a prior appointment (i.e. MRI, CT, etc.)
The patient arrives in the ED where a physician decides if the patient is for admission (check Emergency Journey).

**CUSTOMER JOURNEY**

**IN-PATIENT**

1. Entering the hospital
2. Appointment
3. Physician assessment and order for admission
4. Admission day
5. Payment
6. Admission to the hospital’s room

**During the stay**

- **Laboratory**
- **Radiology**
- **Care provision**

7A. Giving samples
7B. Taking diagnosing via images
7C. Procedure/surgery (if required)
8. Pharmacy
9. Follow-up appointment
10. Patient discharge

**ED**: Emergency Department

**PHC**: Primary Healthcare Centre

- The patient takes a referral from a PHC (check step 2).
- The patient collects the medications by visiting the pharmacy (if required).
- Appointment is given by the hospital to the patient (if required).
- After completing the discharge steps and the payment clearance, the patient is discharged.

**Counter in the admission office**

The patient provides one of the following documents:
- Valid Emirates ID
- Health card number
- Insurance card
- Valid passport (for visitors)
- UAE driving licence
- GCC card

**Cashier counter**

The patient proceeds to the cashier counter to pay the needed service fees (if required/insurance clearance).

**In-patient room**

The patient proceeds to the in-patient room.

**During the stay**

- **Laboratory**
- **Radiology**
- **Care provision**

7A. Giving samples
7B. Taking diagnosing via images
7C. Procedure/surgery (if required)
8. Pharmacy
9. Follow-up appointment
10. Patient discharge

**ED**: Emergency Department

**PHC**: Primary Healthcare Centre
CUSTOMER JOURNEY
EMERGENCY

1. Accessing information
   - The patient can access DHA website or call 800DHA or use DHA App. to get the needed information about the services provided, working hours and physicians’ names available.

2. Reaching the hospital either by ambulance or individually
   - When the patient arrives at the hospital, a dedicated parking is available and accessible.

3. Triage by category
   - The patient in category T1, T2 or T3 is sent directly to the emergency room for treatment.
   - The patient in category T4 or T5, after triage, proceeds to the registration counter.

4. Registration
   - The patient provides one of the following documents:
     - Valid Emirates ID
     - Health card number
     - Insurance card
     - Valid passport (for visitors)
     - UAE driving licence
     - GCC card

5. Payment
   - The patient proceeds to the cashier counter to pay the needed service fees (if required).

6. ED* consultation and medical care
   - The patient is transferred to another facility.

7A. Giving samples
    - The patient checks into the lab to provide samples requested by the physician (if required).

7B. Taking diagnosing via images
    - The patient checks into the radiology room for imaging diagnosis (if required).

8A. Discharge
    - The patient is discharged depending on results.

8B. ED referral for the patient admission.

8C. The patient is transferred depending on the condition to another facility.

9. Payment
   - The patient proceeds to the cashier counter to pay the service fees (if required).

10. Patient discharge and follow-up appointment
    - The patient visits the registration counter to book a follow-up appointment in the hospital out-patient clinic (if required).

11. Pharmacy
    - The patient collects the medications by visiting the pharmacy (if required).

*ED: Emergency Department

When/if required

Laboratory

Radiology

Patient discharge

Receiving medication

Appointment booking

Cashier counter

Consultation
INDEX OF SERVICES

ADMINISTRATION SERVICES

Health Card
Create/Renew Health Card

Medical Report
Issue New/Duplicate Medical Report

MEDICAL SERVICES

Anaesthesiology Services
Anaesthesiology

Cardiology (Heart) Services
Adult Cardiology
Interventional Cardiology

Cardio-Thoracic (Heart and Chest) Surgery Services
Cardio-Thoracic (Heart and Chest) Surgery

Critical Care Medicine Services
Adult Critical Care Medicine
Surgical Critical Care

Dental Services
Oral and Maxillofacial Surgery

Dermatology Services
Dermatology

Emergency Medicine Services
General Emergency Medicine

Gastroenterology Services
Adult Gastroenterology

General Surgery Services
Adult General Surgery

Infectious Diseases Services
Infectious Diseases

Internal Medicine Services
Internal Medicine

Neurology Medical and Surgical Services
General Neurology
Neurological Surgery

Orthopaedic Surgery Services
Adult Orthopaedic Surgery

Plastic Surgery Services
Plastic Surgery

Pulmonary (Respiratory) Disease Services
General Pulmonary (Respiratory) Disease

Vascular Surgery Services
Vascular Surgery

SUPPORTIVE MEDICAL SERVICES

Medical Laboratory Services
Medical Laboratory

Mental Health and Psychology Services
Psychiatry
Psychology

Nutrition and Clinical Dietetics Services
Nutrition and Clinical Dietetics

Pharmacy Services
Pharmacy

Physical Medicine and Rehabilitation Services
General Physical Medicine and Rehabilitation
Occupational Therapy
Physiotherapy
Prosthetics, Orthotics and Anaplastology
Sports Medicine

Radiology Services
General Radiology
Interventional Radiology
Neuroradiology

FACILITY FAQ

Facility FAQ

INTERCONNECTED SERVICES

Interconnected Services
ADMINISTRATION SERVICES
## Create/Renew Health Card

A health card with an individual medical record number is being created for all patients in order to facilitate all transactions and registrations during all services in DHA’s facilities and maintaining patient’s records and medical history.

### Renewal Process
- Upon expiration of the health card, an SMS is sent to the customer.

### Service Charges

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Health Card</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>UAE Nationals</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adults</td>
<td>120AED</td>
<td>Valid original passport + copy</td>
</tr>
<tr>
<td>Children (10-17yrs)</td>
<td>70AED</td>
<td>Valid original Emirates ID + copy</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>25AED</td>
<td>Family book + copy</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>25AED</td>
<td>Recent photograph of the applicant</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>25AED</td>
<td>Electricity bill or proof of residence + copy</td>
</tr>
<tr>
<td><strong>Residents</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adults/wife of UAE Nationals</td>
<td>320AED</td>
<td>Valid original passport of wife and husband + copy</td>
</tr>
<tr>
<td>Children (10-17yrs)</td>
<td>220AED</td>
<td>Valid original Emirates ID of wife and husband + copy</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>120AED</td>
<td>Marriage certificate (with attestations required only for marriage certificate issued outside the country + copy)</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>120AED</td>
<td>Family book + copy</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>120AED</td>
<td>Recent photograph of the applicant</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>120AED</td>
<td>Electricity bill or proof of residence + copy</td>
</tr>
<tr>
<td><strong>Residents of Gulf countries in Dubai</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adults</td>
<td>320AED</td>
<td>Valid original passport + copy (valid UAE residence visa) + copy</td>
</tr>
<tr>
<td>Children (10-17yrs)</td>
<td>220AED</td>
<td>Valid original Emirates ID + copy</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>120AED</td>
<td>Recent photograph of the applicant</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>120AED</td>
<td>Electricity bill or proof of residence in Dubai + copy</td>
</tr>
<tr>
<td><strong>UAE Nationals with passports only</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adults</td>
<td>320AED</td>
<td>Valid UAE passport + copy</td>
</tr>
<tr>
<td>Children (10-17yrs)</td>
<td>220AED</td>
<td>Valid original Emirates ID + copy</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>120AED</td>
<td>Valid Marsoom + copy</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>120AED</td>
<td>Electricity bill or proof of residence + copy</td>
</tr>
<tr>
<td>Children (0-9yrs)</td>
<td>120AED</td>
<td>Recent photograph of the applicant</td>
</tr>
</tbody>
</table>

### Duplicate Health Card

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UAE Nationals</strong></td>
<td>70AED</td>
<td>Valid original passport + copy</td>
</tr>
<tr>
<td><strong>Residents</strong></td>
<td>70AED</td>
<td>Valid original passport of mother + copy</td>
</tr>
<tr>
<td><strong>Residents of Gulf countries in Dubai</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>UAE Nationals with passports only</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### For Whom?
- UAE Nationals
- Residents
- GCC Citizens

### Walk-in
- **Sun - Thu:** 7:30am - 2:00pm
- **Emergency 24/7 for patients only**

### Delivery Time
- 10 - 15 minutes
**Medical Report**

**Issue New/Duplicate Medical Report**

It is a procedural service provided to customers based on their request. A medical report includes:
- The patient diagnosis and treatment
- The results of laboratory and radiology investigations
- The course of the treatment

---

**Service Limitations**

- The medical report can only be issued if the last physician’s visit does not exceed 6 months
- Report can only be issued to the customer or to a first-degree relative
- A medical report form must be filled-out if the request is not from the customer
- For any other cases, the customer is directed to the Legal Affairs Department

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**Documents Required**

(one of the following)
- Original valid Emirates ID
- Original health card
- Health insurance card
- Copy of a valid residence
- Original passport
  (for visitors only)

**Delivery Time**

10 working days

---

**Service Charges**

- 270AED
  new report
- 120AED
  copy of a report

Exemption for senior citizens (above 60 years old) and people of determination

---

**For Whom?**

- UAE Nationals
- Residents
- Expats
- GCC Citizens

---

**Walk-in**

Sun - Thu
7:30am - 2:00pm

Emergency 24hrs for patients only

---

**Payment Methods**
Anaesthesiology

Anaesthesiology services provide pre, during and post operations anaesthesia care and interventions such as general anaesthesia, regional anaesthesia (spinal/epidural anaesthesia) and conscious sedation, in addition to offer pain management care which all aim to ensure patients’ safety and comfort.

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
Sun - Thu
7:30am - 2:30pm
30 minutes

Cardiology (Heart) Services

Adult Cardiology

Adult cardiology services include but are not limited to:
- Management of stable and non stable coronary artery disease
- Management of valvular heart disease
- Management of acute myocardial infarction
- Coronary angiogram and angioplasty
- Transcatheter mitral and aortic valve interventions
- Transcatheter left atrial appendage closure
- Adult congenital heart disease
- High-risk cardiac clinic
- Heart failure clinic
- Cardiac rehabilitation clinic
- Management of cases of heart failure, hypertension and cardiogenic shock
- Anticoagulation services
- Cardiac electrophysiology and pacemaker services
- CT scans, MRI services
- Cardiac rehabilitation
- Non-invasive cardiac laboratory (e.g. chocondiogram, dobutamine echo, exercise tolerance test, 24hrs blood pressure monitoring, electrocardiogram, treadmill stress test, holter monitor)

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
Cardiology clinic
Sun 7:30am - 2:30pm
Wed 3:00pm - 9:00pm
New appointment 45 minutes
Follow-up 30 minutes

Congenital heart clinic
Thu 7:30am - 2:30pm
New appointment 45 minutes
Follow-up 30 minutes

Heart failure clinic
Tue 7:30am - 2:30pm
New appointment 30 minutes
Follow-up 20 minutes

Cardiac arrhythmia clinic
Mon 7:30am - 2:30pm
New appointment 45 minutes
Follow-up 30 minutes

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
Congenital heart clinic
New appointment 45 minutes
Follow-up 30 minutes

Heart failure clinic
New appointment 30 minutes
Follow-up 20 minutes

Cardiac arrhythmia clinic
New appointment 45 minutes
Follow-up 30 minutes

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

Notes
- Referral letter required from Primary Healthcare centres or private sector
- Admission from A&E in case of emergency
**Cardiology (Heart) Services**

**Interventional Cardiology**

Interventional cardiology services provide intravascular, catheter-based techniques in the treatment of patients with cardiovascular diseases.

**Preparation Steps**

Fasting overnight

**Test Results**

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

**Service Limitations**

- Patients with severe renal dysfunction
- Patients with acute brain damage (hypoxic brain damage), brain haemorrhage or trauma

**Cardio-Thoracic (Heart and Chest) Surgery**

Cardiothoracic surgery services provide surgical interventions and procedures for those who require elective or emergency care/surgery. In addition, it offers support to emergency cases of other departments such as cardiac, internal medicine and general surgery.

Those services include but are not limited to:

- Open heart surgery
- Coronary artery bypass grafting (CABG)
- Thoracic aortic dissection repair surgery
- Surgery for cardiac, lung and mediastinal tumour as well as Video Assisted Thoracoscopic Surgery (VATS), tracheal surgery
- Paediatric cardiac surgery and as new service adult congenital heart surgery
- Surgery for pulmonary emboli
- Endoscopic Vein Harvesting (EVH) for Coronary Artery Bypass Grafting (CABG) cases

**For Whom?**

- UAE Nationals
- Residents
- Expats
- Visitors

**Delivery Time**

- Tue
- 8:00am - 2:00pm

**Test Results**

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results
Critical Care Medicine Services

Adult Critical Care Medicine

Adult critical care medicine services include but are not limited to:

- Monitoring and stabilisation of ICU patients including ventilator management and invasive/non-invasive critical care procedures
- Conducting the necessary diagnostics tests such as basic echography and ultrasound
- Continuous Renal Replacement Therapy (CRRT)
- Invasive and non-invasive haemodynamic monitoring
- Performing diagnostic bronchoscopy and percutaneous tracheostomy

For Whom?

UAE Nationals
Residents
Expats
Visitors

24/7

Delivery Time
Depends on each case

Surgical Critical Care

Surgical critical care services provide the comprehensive care for patients with acute or life-threatening conditions who require surgery or are recovering from surgery.

For Whom?

UAE Nationals
Residents
Expats
Visitors

24/7

Delivery Time
Depends on each case
Oral and Maxillofacial Surgery

Oral and maxillofacial surgery services provide the diagnosis and treatment for many hard and soft tissues diseases, injuries and defects in the head, neck, face and jaws.

Those services include but are not limited to:
- Orthognathic surgery
- Temporomandibular joint managements
- Pre-prosthetic surgery
- Sinus lift
- Infections management
- Dental implantology
- Removable fixed prosthodontic appliances
- Surgical/non-surgical management of oral lesions
- Rehabilitation of the mouth

Preparation Steps

Medically compromised patients may have to provide a referral letter from their respective physician for clearance.

Test Results

• Test results can be viewed through the DHA App.
• Visit the centre in case of critical results

Note

Primary Healthcare Centres services are limited to minor procedures, while cases requiring major surgeries and interventions are referred to DHA hospitals.

Dermatology Services

Dermatology services provide the diagnosis and treatment of skin conditions affecting skin, hair, and nails through offering the best medical, surgical and cosmetic dermatologic care.

Those services include but are not limited to:
- Full spectrum of medical and some surgical skin care (skin, hair, nail) for cases such as: acne, dermatitis, eczema, vitiligo, warts, pigmentary disorders, birth marks and vascular disorders
- Treatment and management for systemic diseases associated with skin manifestations (lupus erythematosus, dermatomyositis, scleroderma)
- Treatment and management for tumours of the skin (benign and malignant)
- Treatment and management for sexually transmitted diseases
- Laser therapy
- Phototherapy
- Electro/cryotherapy
- Skin biopsy
- Treatment of birth marks

For Whom?

UAE Nationals
Residents
Expats
Visitors

Dermatology Centre
Al Wasl Street, Behind Al Safa Clinic, Al Safa
Dubai
04 502 1501

Sun - Thu
7:30am - 2:30pm

Delivery Time
15 minutes
Emergency Medicine Services

General Emergency Medicine

General emergency medicine services include but are not limited to:

- Management of trauma patients (adult and children) - initial management and stabilisation can be done at Dubai Hospital then transferred to trauma centre (Rashid Hospital) as indicated
- Management of surgical emergencies (general surgery, vascular surgery, plastic surgery, neurosurgery, cardiac thoracic surgery)
- Management of medical emergencies (adult only) (cardiology, neuromedical, gastroenterology, pulmonary, toxicology, infectious diseases, internal medicine)
- Management of poisoning cases
- Management of all urgent/emergency care services, pre-hospital trauma, obstetrics and gynaecology, paediatrics emergencies of passengers and staff at Dubai international airport and Al Maktoom international airport.

Test Results

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

For Whom?
UAE Nationals
Residents
Expats
Visitors

Walk-in
24/7
Delivery Time
Depends on each case

Gastroenterology Services

Adult Gastroenterology

Adult gastroenterology services include but are not limited to:

- Colonoscopy, gastroscopy
- Gastrointestinal trauma surgery
- Inflammatory bowel disease clinic
- Endoscopy clinic

Test Results

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

For Whom?
UAE Nationals
Residents
Expats
Visitors

Additional Documents

If available, previous laboratory tests should be presented in addition to the normal documents (refer to the Customer Journeys)
For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

**General Surgery Services**

- Adult General Surgery
  - Adult general surgery services include but are not limited to:
    - Acute care consultation in accident and emergency
    - Elective bariatric consultations and surgeries
    - Referral centre for bariatric complications
    - Proctology consultation and surgeries
    - Hepatobiliary consultations and surgeries
    - Gastrointestinal tract tumour surgeries
    - Specialised hernia services consultation and surgeries
    - Diabetic foot and wound care surgeries

**Delivery Time**
- General surgery
  - New appointment: 30 minutes
  - Follow-up: 20 minutes
- Wound care
  - New appointment: 40 minutes
  - Follow-up: 40 minutes
- Diabetic foot
  - New appointment: 40 minutes
  - Follow-up: 30 minutes
- Obesity Clinic
  - Before surgery: 35 minutes
  - After surgery: 20 minutes
- Proctology
  - New appointment: 15 minutes
  - Follow-up: 15 minutes
- GI-oncology
  - New appointment: 30 minutes
  - Follow-up: 30 minutes
- Circumcision
  - New appointment: 60 minutes
- Hernia
  - New appointment: 20 minutes
  - Follow-up: 20 minutes

**Preparation Steps**
- Preoperative instructions:
  - Snack for dinner without any alcohol
  - Refrain from eating or drinking after midnight
  - Take a shower or bath and wash your body thoroughly using an anti-bacterial soap the night before or the morning of the surgery
  - Refrain from all medicines that contain Aspirin, or any other non-steroidal anti-inflammatory drugs, or food supplements and anticoagulant drugs

**Test Results**
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

**Infectious Diseases Services**

- For Whom?
  - UAE Nationals
  - Residents
  - Expats
  - Visitors

**Infectious Diseases**

- Infectious diseases services provide standards of care service for patients with infectious diseases caused by various microbes (bacteria, viruses, fungi).
- Those services include but are not limited to:
  - Travel recommendations and immunisations
  - HIV/AIDS programme
  - Reducing or preventing hospital acquired infection for patient, visitor and staff
  - Vaccinations: flu vaccine, TD (Tetanus and Diphtheria) or TDAP (Tetanus, Diphtheria and Pertussis), chickenpox, hepatitis A, hepatitis B, Human Papillomavirus (HPV), Measles, Mumps, and Rubella (MMR), meningococcal, pneumococcal, and shingles
  - Antimicrobial stewardship programmes
  - Fibro scans

**Delivery Time**
- New appointment: 30 minutes
- Follow-up: 15 minutes

**Test Results**
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results
Internal Medicine Services

Internal medicine services provide care and management of patients (both acute and chronic cases). In addition to pre-preparation consultative services for in-patient and out-patient clinics and reviewing surgical cases with medical condition in the pre and post operative periods.

Those services include but are not limited to:
- Perform tests such as: peritoneal fluid aspiration, pleural tap, lumbar puncture, arterial blood sampling
- Perform diagnostic tests for various medical conditions (cardiovascular diseases, respiratory diseases, abdominal disease, etc.)
- Perform endoscopies
- Diabetes clinic

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
Internal Medicine Clinic
- New appointment: 30 minutes
- Follow-up: 20 minutes
Pre-operative Clinic
- New appointment: 30 minutes
- Follow-up: 20 minutes
Diabetic Clinic
- New appointment: 30 minutes
- Follow-up: 20 minutes

Neurology Medical and Surgical Services

General Neurology

General neurology services include but are not limited to:
- Telephonic clinic
- Neurophysiology lab
- Nerve conduction study (NCS) and electromyography (EMG)
- Electroencephalogram (EEG)
- Muscle and nerve biopsy
- Visual Evoked Potential (VEP) and brain stem auditory evoked potential and VEP
- Transcranial Magnetic Stimulation (TMS)
- Management of epilepsy
- [MA1] CerebroVascular Accident (CVA), stroke, transient ischemic attack, Multiple Sclerosis (MS), movement disorders, dystonia, neuromuscular disorders, dementia, sleep disorders

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
General neurology clinic
- New appointment: 30 minutes
- Follow-up: 15 minutes
Multiple sclerosis clinic
- New appointment: 20 minutes
- Follow-up: 20 minutes
Movement disorders clinic
- New appointment: 30 minutes
- Follow-up: 15 minutes
Dystonia clinic
- New appointment: 20 minutes
Epilepsy clinic
- New appointment: 30 minutes
- Follow-up: 20 minutes
Neuromuscular clinic
- New appointment: 40 minutes
- Follow-up: 20 minutes

General neurology clinic
- Sun and Wed: 7:30am - 2:30pm
- Alternate Tue: 7:30am - 2:30pm
- 1st Thu of every month: 7:30am - 2:30pm
Multiple sclerosis clinic
- Alternate Tue: 7:30am - 2:30pm
Movement disorders clinic
- Alternate Tue: 7:30am - 2:30pm
Dystonia clinic
- Last Mon of every month: 7:30am - 2:30pm
Epilepsy clinic
- 2nd, 3rd, 4th Thu of every month: 7:30am - 2:30pm
Neuromuscular clinic
- 3rd Tue of every month: 7:30am - 2:30pm
Neurological Surgery

Neurological surgery services provide the prevention, diagnosis, surgical treatment and rehabilitation of disorders which affect the nervous system including the brain, spinal cord, peripheral nerves and cerebrovascular system.

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
- New appointment
  - Sun, Mon, Wed and Thu: 7:30am - 2:30pm
- Follow-up
  - 15 minutes

Orthopaedic Surgery Services

Adult Orthopaedic Surgery

Adult orthopaedic services include but are not limited to:

- Trauma management
  - Management of post-traumatic deformities/fractures and sports injuries
  - Management of pelvis, spine and around joint fractures
  - Perform revision and reconstruction surgery for septic complications
- Orthopaedic surgeries
  - Arthroscopic surgery of knees and shoulders and sport injuries
  - Artificial joint replacement (hip, knee, shoulder, elbow)
  - Management of degenerative joint diseases
  - Management of ligament tears through surgery
  - Plasma or stem cells injections to treat joint pain
  - Hand surgery for all traumatic and degenerative problems of the hand and wrist
  - Perform reconstructive surgery using Ilizarov technique
  - Perform corrective surgery after post-traumatic deformities and non-unions
  - Provide comprehensive medical care and surgical procedures to treat a wide range of spinal traumas/tumours/infection/degenerative conditions/deformities

Preparation Steps
- Depends on each case

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
- New appointment
  - General Trauma clinic
    - Sun and Mon: 3:00pm - 9:00pm
    - Tue and Thu: 7:30am - 2:30pm
  - Spine Clinic
    - Tue and Thu: 7:30am - 2:30pm
  - Hand Clinic
    - Tue: 3:00pm - 8:30pm
    - Thu: 7:30am - 2:30pm
  - Joint Clinic
    - Mon: 3:00pm - 9:00pm
    - Wed: 7:30am - 2:30pm
- Follow-up
  - 15 minutes
Plastic Surgery

Plastic surgery services provide high quality plastic and reconstructive surgery services using the latest safe, effective and innovative techniques to help the patients resume their normal activity. In addition, they offer a comprehensive treatment and multidisciplinary approach for burn patients. Those services include but are not limited to:

- Management and surgical treatment of acute burns injuries
- Elective or cosmetic surgery for body form-contouring body operations and liposuction
- Breast restoration procedures and plastic surgeries
- Treatment of loose and sagging skin after weight loss
- Management of congenital anomalies
- Management of facial injuries
- Treatment of skin tumour
- Treatment of bed sores
- Reconstruction post cancer
- Aesthetic plastic surgery
- Laser treatment for different skin anomalies

Test Results

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

For Whom?

- UAE Nationals
- Residents
- Expats
- Visitors

Pulmonary (Respiratory) Disease Services

General pulmonary disease services include but are not limited to:

- Smoking cessation programme
- The diagnosis and management of various pulmonary and sleep diseases such as (asthma, pleural diseases, tuberculosis, lung malignancies, obstructive sleep apnea, cystic fibrosis)
- Advanced diagnostic and therapeutic intervention for bronchi, lungs and pleura diseases
- Performing pulmonary function test

Test Results

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

For Whom?

- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time

- Pulmonary clinic
  - New appointment
  - 30 minutes
  - Follow-up 20 minutes
- Tuberculosis clinic
  - New appointment
  - 30 minutes
  - Follow-up 15 minutes
- Asthma clinic
  - New appointment
  - 20 minutes
  - Follow-up 20 minutes
- Sleep disorder clinic
  - New appointment
  - 40 minutes
  - Follow-up 20 minutes
- Cystic fibrosis clinic
  - New appointment
  - 40 minutes
  - Follow-up 20 minutes

Test Results

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

For Whom?

- UAE Nationals
- Residents
- Expats
- Visitors

Plastic Surgery for Whom?

- UAE Nationals
- Residents
- Expats
- Visitors
Vascular Surgery

Vascular surgery services provide the diagnosis and management to all kinds of vascular disorders in addition to day surgical procedures such as varicose veins surgeries.

Those services include but are not limited to:

- Management and operation of acute and chronic peripheral arterial diseases
- Venous disease (acute, chronic) and varicose veins management
- Management of lymphatic system disease
- Complicated endovascular procedures, diagnostic and therapeutic for arterial and venous system
- Haemangioma and Arteriovenous (AV) malformation management for paediatric and adult
- Vascular laboratory for arterial and venous duplex ultrasound and Ankle-Brachial Index (ABI)
- Management and treatment of acute stroke cases including endovascular thrombectomy

Test Results

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results
SUPPORTIVE MEDICAL SERVICES
Medical Laboratory

Laboratory services provide comprehensive diagnostic laboratory services such as collecting and analysing samples according to the clinician’s request for the purpose of diagnosis, treatment, prevention or follow-up of diseases and other conditions.

Laboratory services include but are not limited to:
- Anatomical pathology (histopathology and cytopathology)
- Clinical biochemistry
- Microbiology and infectious diseases tests
- Haematopathology
- Immunology
- Genetic diagnostic services

Preparation Steps

Depends on the requested test

Test Results

- Tests results can be viewed through the DHA App.
- Contact by phone in case additional samples are required
- Tests may be sent overseas if they were not available locally

Additional Documents

In addition to the required documents (see Customer Journeys), please present:
- An electronic laboratory test request (clinician requests a letter if patient comes from the private sector)
- Previous laboratory reports (if required)

Psychiatry

Psychiatry services provide the prevention, diagnosis, and treatment of mental, emotional, or behavioural disorders.

Test Results

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

Service Limitations

Alcohol withdrawal patients
Psychology

Psychology services provide the study of the mind and mental processes in relation to behaviour. They offer the diagnosis and treatment for related illnesses.

For Whom?
UAE Nationals
Residents
Expats

Sun - Wed
7:30am - 2:30pm
Psychology bariatric
Every two weeks (Thu)
7:30am - 2:30pm

Delivery Time
45 - 60 minutes
Bariatric
Pre-operative
60 minutes
Early follow-up
20 minutes

Nutrition and Clinical Dietetics

Clinical dietetics and nutrition services provide health education services, dietary assessment and nutritional supplements to patients in need of organising and controlling their diet such as diabetics, elderly, children and pregnant women.

Those services include but are not limited to:
- Nutrition care process for in-patients and out-patients
- Patient and families education and counselling session
- Obesity treatment
- Patient education and counselling session on diabetes

For Whom?
UAE Nationals
Residents
Expats
Visitors

Mon, Wed & Thu
7:30am - 2:30pm
Follow-up with dietitian
Tue
7:30am - 2:30pm

Delivery Time
New appointment
45 minutes
Follow-up
20 minutes

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results
Pharmacy

Pharmacy services offer comprehensive pharmaceutical care by providing required medications and information on the use of appropriate drugs.

**For Whom?**

- UAE Nationals
- Residents
- Expats
- Visitors

**Walk-in**

24/7

**Delivery Time**

10 minutes

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**General Physical Medicine and Rehabilitation**

General physical medicine and rehabilitation services include but are not limited to:

- Pelvic floor rehabilitation
- Musculoskeletal therapy and ultrasonography
- Respiratory Physiotherapy
- Electrotherapy
- Kinesio taping, KT taping
- Regenerative medicine PRP and dextrose prolotherapy

**Test Results**

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

**For Whom?**

- UAE Nationals
- Residents
- Expats

**Delivery Time**

45 minutes
Physical Medicine and Rehabilitation Services

Occupational Therapy

Occupational therapy services provide teaching techniques that help restore, strengthen and enhance the capacity of paediatrics and adult patients with diseases or injuries to take care of themselves and maintain the skills for daily activities or work/school.

Preparation Steps

Patient must be fed one hour before starting the treatment session.

Test Results

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results.

For Whom?

- UAE Nationals
- Residents
- Expats

Sun - Thu
7:30am - 2:30pm

Delivery Time
45 - 50 minutes

Service Charges

- Free for UAE Nationals
- 90AED first session
- 120AED follow-up session

For expatriates usually covered by insurance companies

Payment Methods

Physiotherapy

Physiotherapy services provide management and treatment of injury, illness or disability through movement and exercise, manual therapy, education and advice.

The services include but are not limited to:

- Sport injuries rehabilitation
- Electrotherapy
- Hydrotherapy
- Exercise evaluation

Test Results

- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results.

For Whom?

- UAE Nationals
- Residents
- Expats

Sun - Thu
7:30am - 6:00pm

Delivery Time
45 minutes

Service Limitations

- Medically unstable patients
- Patients with communicable diseases
Prosthetics, Orthotics and Anaplastology

Prosthetics, orthotics and anaplastology services provide removable, non-removable prosthetic devices, and rehabilitation for body parts that are absent, disfigured, or have developmental and acquired defects.

For Whom?
- UAE Nationals
- Residents
- Expats

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

Delivery Time
Depends on each case

Service Charges
Free for UAE Nationals
Charges for expatriates depend on the service usually covered by insurance companies

Sports Medicine

Sport medicine services provide the prevention and treatment of injuries and disorders that are related to participation in athletic activities.

Preparation Steps
Patient must eat one hour before starting the treatment session

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

Service Limitations
Session will be discontinued if the patient is severely sick like having high fever

For Whom?
- UAE Nationals
- Residents
- Expats

Delivery Time
45 minutes
General Radiology

General radiology services include but are not limited to:

- X-ray: fluoroscopy-defecogram, stats scan, mobile X-rays
- CT Scan: plain, with contrast, virtual colonoscopy, CT enterography, CT perfusion, CT cardiac
- MRI: Plain, with contrast, stress cardiac MRI, MRI Prostate, MR spectroscopy, MRI perfusion, MRI enterography, MRI arthrogramy
- Ultrasound
- Gastro radiology services
- Chest radiology services
- Mammography - diagnostic mammography and biopsy service

Note
Some of the above-specialised services may not be available in Rashid Hospital, check with your practice personnel.

Preparation Steps
Depends on the procedure/operation type

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results

Interventional Radiology

Interventional radiology services provide imaging techniques for diagnostic purposes and to guide minimally invasive therapeutic procedures.

Preparation Steps
Depends on the procedure/operation type

Test Results
- Test results can be viewed through the DHA App.
- Visit the centre in case of critical results
Neuroradiology

Neuroradiology services provide the diagnosis and treatment of diseases of the nervous system by using radioactive substances, X-rays and scanning devices.

Preparation Steps
Depends on the procedure/operation type

Test Results
• Test results can be viewed through the DHA App.
• Visit the centre in case of critical results

For Whom?
UAE Nationals
Residents
Expats
Visitors

Sun - Thu
7:00am - 10:00pm

Delivery Time
Up to 60 minutes
FACILITY FAQ
What are the visiting hours of the hospital?
General Units & Psychiatry
• **Weekdays:**
  4:00pm - 9:00pm
• **Weekends & Public Holidays:**
  11:00am - 2:00pm
  4:00pm - 9:00pm
  in Ramadan until 11:00pm

Critical Care Units
• **Weekdays:**
  4:00pm - 9:00pm
• **Weekends & Public Holidays:**
  4:00pm - 9:00pm
  in Ramadan until 11:00pm

Ward 1-Special Care Unit & Private Wards
• **Weekdays:**
  7:00am - 9:00pm
• **Weekends & Public Holidays:**
  7:00am - 9:00pm
  in Ramadan until 11:00pm

VIP & Royal Suite
24/7

What are the services offered at Rashid Hospital?
Rashid Hospital offers the following services:
• Anaesthesiology Services
• Cardiology (Heart) Services
• Interventional Cardiology Services
• Cardio-Thoracic (Heart and Chest) Surgery Services
• Critical Care Medicine Services (Surgical and Medical)
• Oral and Maxillofacial Surgery Services
• Dermatology Services
• Emergency Medicine Services
• Gastroenterology Services
• General Surgery Services
• Infectious Diseases Services
• Internal Medicine Services
• Mental Health and Psychology Services
• Neurology Medical and Surgical Services
• Trauma and Orthopaedic Surgery Services
• Physical Medicine and Rehabilitation Services
• Occupational Therapy Services
• Physiotherapy Services
• Prosthetics, Orthotics and Anaplastology Services
• Sports Medicine Services
• Plastic Surgery Services
• Pulmonary (Respiratory) Disease Services
• General Radiology Services
• Interventional Radiology
• Neuroradiology Services
• Vascular Surgery Services

How do I get to the hospital? Where exactly are you located?
Rashid Hospital is located between Al Riyadh Street, Al Ittihad Road, and Oud Metha Road in Umm Hureir 2. It is opposite Dubai Courts and the Dubai Creek Park.
Click the links below for the exact location on Google Maps.
Main entrance: [Click here]
Emergency entrance: [Click here]

What are the working hours in Rashid Hospital?
• **Out-patient Clinics**
  Sun - Thu
  Morning clinics
  7:30am - 2:30pm
• Afternoon clinics
  3:00pm - 9:30pm
• **In-patient Services**
  24/7
• **Emergency Services**
  24/7
• **Administrative Services**
  Sun - Thu
  7:30am - 2:30am
Which are the accepted insurance companies at Rashid Hospital?

NEXTCARE
GN-GN+ Orient-Allianz Worldwide Care (AWC) Cards: Comprehensive-Standard

NAS
EN-CN-GN

ADNIC
Gold-Platinum

PENTACARE
Penta Plus-Penta 1-Penta 2

NEURON
Comprehensive-Gold-Silver-HHPO-Premium-Labour Affairs

AL BUHAIRA
Comprehensive-Comprehensive Plus

AETNA
No Tier on Card-Tier 1-Tier 2

VIDAL HEALTH
Comprehensive-General

GLOBEMED GULF
Platinum-Diamond

METLIFE
VIP-Gold

AAFIYA
Elite

IRIS
Titanium-Gold-Silver

SAICO
Gold

OMAN
Premium

AXA
Star-Star Plus-Star Seha

MEDNET
Gold-Silver Premium

NOW HEALTH
No Network-Restricted

AL MADALLAH
GN-GN+

WHEALTH INTERNATIONAL
Platinum-Diamond-Ruby

DAMAN
Exclusive 1-Exclusive 2-Comprehensive 1-Comprehensive 2-Standard 1-Standard 2-Value 2-CoGenio Exclusive 1-AN Exclusive 1-SEHA Prime-Exclusive 1 Prime - Comprehensive 2 Prime-Al Aman 2-Regional Plus ADNOC
INTERCONNECTED SERVICES
<table>
<thead>
<tr>
<th>Services name</th>
<th>Name of related service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult cardiology</td>
<td>Referral from PHC* or emergency</td>
</tr>
<tr>
<td>Adult critical care medicine</td>
<td>As per clinical indication</td>
</tr>
<tr>
<td>Adult gastroenterology</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>Adult general surgery</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>Adult orthopaedic surgery</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>Anaesthesiology services</td>
<td>Before any surgical intervention</td>
</tr>
<tr>
<td>Cardio-thoracic (heart and chest) surgery services</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>Dermatology services</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>General neurology</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>General physical medicine and rehabilitation</td>
<td>Referral from PHC or specialist clinics</td>
</tr>
<tr>
<td>General pulmonary (respiratory) disease</td>
<td>Referral from PHC or emergency</td>
</tr>
</tbody>
</table>

*PHC: Primary Health Centre

<table>
<thead>
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<th>Services name</th>
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</tr>
</thead>
<tbody>
<tr>
<td>General radiology</td>
<td>As per physician’s order</td>
</tr>
<tr>
<td>Infectious diseases services</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>Internal medicine services</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>Interventional cardiology</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>Interventional radiology</td>
<td>As per physician’s order</td>
</tr>
<tr>
<td>Issue new/duplicate medical report</td>
<td>Patient request through the physician</td>
</tr>
<tr>
<td>Medical laboratory services</td>
<td>As per physician’s order</td>
</tr>
<tr>
<td>Neurological surgery</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>Neuroradiology</td>
<td>As per physician’s order</td>
</tr>
<tr>
<td>Occupational therapy</td>
<td>Referral from PMR</td>
</tr>
<tr>
<td>Oral and maxillofacial surgery</td>
<td>Referral from PHC or emergency</td>
</tr>
<tr>
<td>Services name</td>
<td>Name of related service</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>---------------------------------------</td>
</tr>
<tr>
<td>• Pharmacy services</td>
<td>• As per physician’s order</td>
</tr>
<tr>
<td>• Physiotherapy</td>
<td>• Referral from PMR</td>
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<td>• Sports medicine</td>
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<td>• Surgical critical care</td>
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