







SENIORS' HAPPINESS CENTRE

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS

-  LOCATION
-  E-MAIL
-  TELEPHONE
-  FAX

TIMING

-  TIMINGS

FOR WHOM?

-  MEN
-  WOMEN
-  CHILDREN
-  SENIOR CITIZENS
-  PEOPLE OF DETERMINATION

INFORMATION RECEIVED BY

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

SENIORS' HAPPINESS CENTRE



Contacts

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 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.

CUSTOMER JOURNEY OUT-PATIENT

Accessing information



Gathering information

The patient can access DHA website, DHA App. or call 800DHA to get the needed information about the centre.



Getting a referral letter



Referral letter

The patient gets a referral letter from a PHC.



Reaching the centre (1st visit)



Finding suitable parking

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



Taking appointment



Counter at the registration area

The patient books an appointment for the required service.



Reaching the centre (2nd visit)



Finding suitable parking

When the patient arrives at the centre, suitable parking should be available and accessible.



Registration



Registration area

The patient provides one of the following documents:

- Valid Emirates ID
- Health card number
- Insurance card
- GCC card



Rehabilitation



Physiotherapy room

The patient checks into the physiotherapy room.



Follow-up appointment



Counter at the registration area

The counter staff will book a new appointment and communicate it to the patient.



CUSTOMER JOURNEY IN-PATIENT

Accessing information



Gathering information
The patient can access DHA website, DHA App. or call 800DHA to get the needed information about the centre.



Reaching the centre



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



Applying for admission



Applying for admission
The patient or one of his/her second relative will apply for admission. The application will be evaluated.



Application result



Receiving the result
The patient or the second relative will be informed by phone of the outcome of the application.



Appointment for evaluation



Home visit appointment
The centre will contact the patient or the second relative by phone to book an appointment for home visit to evaluate the patient by the medical team.



Assessment visit



Home visit
The medical team will visit the patient to assess his/her health condition.



Patient transfer



Transferring the patient to the centre
The patient will be transferred to the centre using an ambulance car.



Registration



Counter in the registration area
Patient proceeds to the registration counter and provides one of the documents below:

- Original valid Emirates ID
- Health card number
- Insurance card
- Family book



Care provision



Care provision
A multi disciplinary team will assess the patient.



INDEX OF SERVICES

MEDICAL SERVICES

Clinical Dietitian Services

Clinical Dietitian

Medical Services

Medical Services for Senior Citizens

Physical Medicine and Rehabilitation Services

Physiotherapy and Rehabilitation Services

Social Care Services

Social Services

FACILITY FAQ

Facility FAQ

INTERCONNECTED SERVICES

Interconnected Services



MEDICAL SERVICES

Clinical Dietitian

These services provide dietary assessment and plan for patients with specific medical conditions or the ones who require special dietary regimen.

For Whom?

UAE Nationals
GCC Citizen
(with Dubai
residence)



24/7

Documents Required

- Health card
- Health insurance
- GCC national and residents of the Emirate of Dubai
- Emirates ID
- Passport
- Family book (citizen of Dubai)
- Acceptance letter of meeting the admission criteria

Service Charges

Free of charge

Medical Services for Senior Citizens

These services provide comprehensive, preventive, curative and rehabilitative care to customers admitted in Senior's Happiness Centre.

For Whom?

UAE Nationals
GCC Citizen
(with Dubai
residence)



24/7

Documents Required

- Health card
- Health insurance
- GCC national and residents of the Emirate of Dubai
- Emirates ID
- Passport
- Family book (citizen of Dubai)
- Acceptance letter of meeting the admission criteria

Service Charges

Free of charge

Preparation Steps

- Apply admission request
- Setting an appointment for assessment
- Medical and social team perform the assessment
- Case acceptance
- Transfer the patient to the centre

Physiotherapy and Rehabilitation Services

These services provide musculoskeletal and neurological assessments, plan physiotherapy programme and geriatric rehabilitation maintenance.

For Whom?

UAE Nationals
GCC Citizen
(with Dubai
residence)



Additional Documents

In addition to the required documents, please bring a referral letter from the treating physician

Service Charges

Free of charge

Social Services

Social services and varieties of social programmes and activities are being proposed to senior citizens in the Senior Happiness Centre in PHCs.

For Whom?

UAE Nationals
GCC Citizen
(with Dubai
residence)

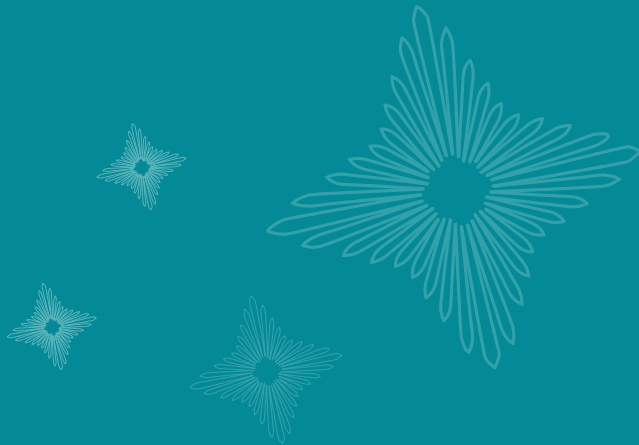


Additional Documents

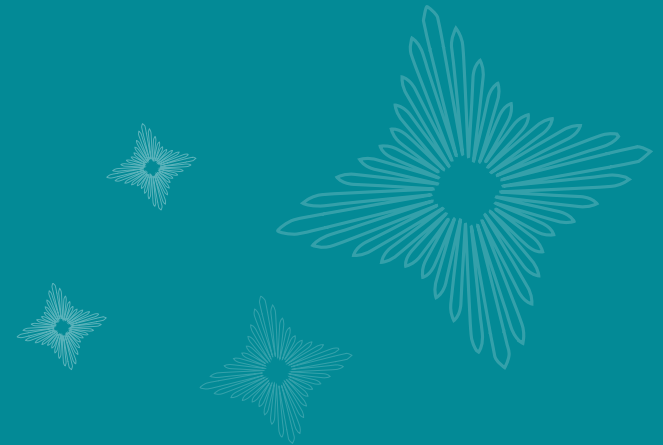
In addition to the required documents, please bring a referral letter from the treating physician

Service Charges

Free of charge



FACILITY FAQ





What are the official working hours at the centre?

Sunday - Thursday
from 7:30 am - 2:30 pm.

When are the visiting hours at the centre?

From 9:00am - 2:00pm
and 4:00pm - 8:00pm

Does the centre open on weekends?

No, the centre is not open for out-patients during the weekend but there is visiting time for the in-patients which is from 9:00am - 2:00pm and 4:00pm - 8:00pm.

Does the centre open in the evening?

Yes, but only nursing services for the in-patients.

Does the centre receive volunteers?

Yes.

Can we volunteer in the evening?

The volunteering hours can only be during the morning timing of the centre, from 7:30am - 2:30pm.

What kind of activities can we do as volunteers?

- Reading for the seniors
- Playing chess, cards, puzzle
- Chatting with the seniors
- Helping them with physiotherapy
- Teaching them how to use smart devices, etc.
- Any other activity that they would like to do

Can we bring gifts to the patients? In addition, what type of gifts are accepted?

Yes, for ladies things like scarfs, socks, perfumes, blankets; food like dates, juice, fruits ; for men, head covers or sweaters.

How many in-patients and out-patients the centre has?

20 in-patients and 263 out-patients.

For how many males and females patients shall we bring gifts?

20 males and 20 females.

What type of services does the centre offer for the patients?

- Medical
- Nursing
- Dietitian
- Social outing (external trips, internal activities and visits)

What type of admission does the centre provide?

Long term and short term residence which is not more than 60 days.

Do the in-patients have families?

They don't have first degree relatives.

What are the admission criteria and the needed documents for admission?

Admission criteria:

- UAE National
- To be 60 years old and above
- No relatives from first degree
- Free from infection diseases

Documents:

- Passport
- Health card
- Emirates ID card

What are the requirements and the documents needed for out-patients' registration?

Admission criteria:

- Referral letter from General Clinic at DHA
- UAE National
- To be 60 years old and above

Documents:

- Passport
- Health card
- Emirates ID card



INTERCONNECTED SERVICES

Services name	Name of related service
<ul style="list-style-type: none"> Clinical dietitian services 	<ul style="list-style-type: none"> Medical services for senior citizens (Geriatric medicine and nursing care)
<ul style="list-style-type: none"> Social services 	<ul style="list-style-type: none"> Medical services for senior citizens (Geriatric medicine and nursing care)
<ul style="list-style-type: none"> Medical services for senior citizens (Geriatric medicine and nursing care) 	<ul style="list-style-type: none"> Physiotherapy and rehabilitation services and social services
<ul style="list-style-type: none"> Physiotherapy and rehabilitation services 	<ul style="list-style-type: none"> Medical services for senior citizens (Geriatric medicine and nursing care)