



COMPLEMENTARY MEDICINE SERVICES

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.
-  TYPING CENTRE

PAYMENT METHOD

-  CREDIT CARD
-  CASH

COMPLEMENTARY MEDICINE SERVICES



Contacts

-  Rashid Hospital, opposite to Physiotherapy Department, Oud Maitha, Dubai UAE



800342



To call from outside UAE
+971 4 219 8888



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



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CUSTOMER JOURNEY

1 Accessing out-patient information



Gathering information

The patient can access information directly from the centre personally, or visit DHA website, use DHA App. or call 800DHA to get the needed information about the services provided, working hours and physicians' names available.



2 Appointment



Taking appointment

The patient must call DCMC on 800DHA, to obtain appointment.



3 Reaching the centre



Finding suitable parking

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



4 Registration



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



5 Nurse assessment



Vital signs check-up

The nurse checks the patient's vital signs (blood pressure, temperature, weight, height, etc..).



6 Care provision



Receiving medical care

The patient checks into the treatment room to see the physician and to receive medical care.



7 Follow-up appointment



Follow-up appointment

Follow-up appointment is given directly at the centre, or by contacting the centre on 800DHA.



INDEX OF SERVICES

MEDICAL SERVICES

Complementary Medicine Services

Complementary Medicine Services

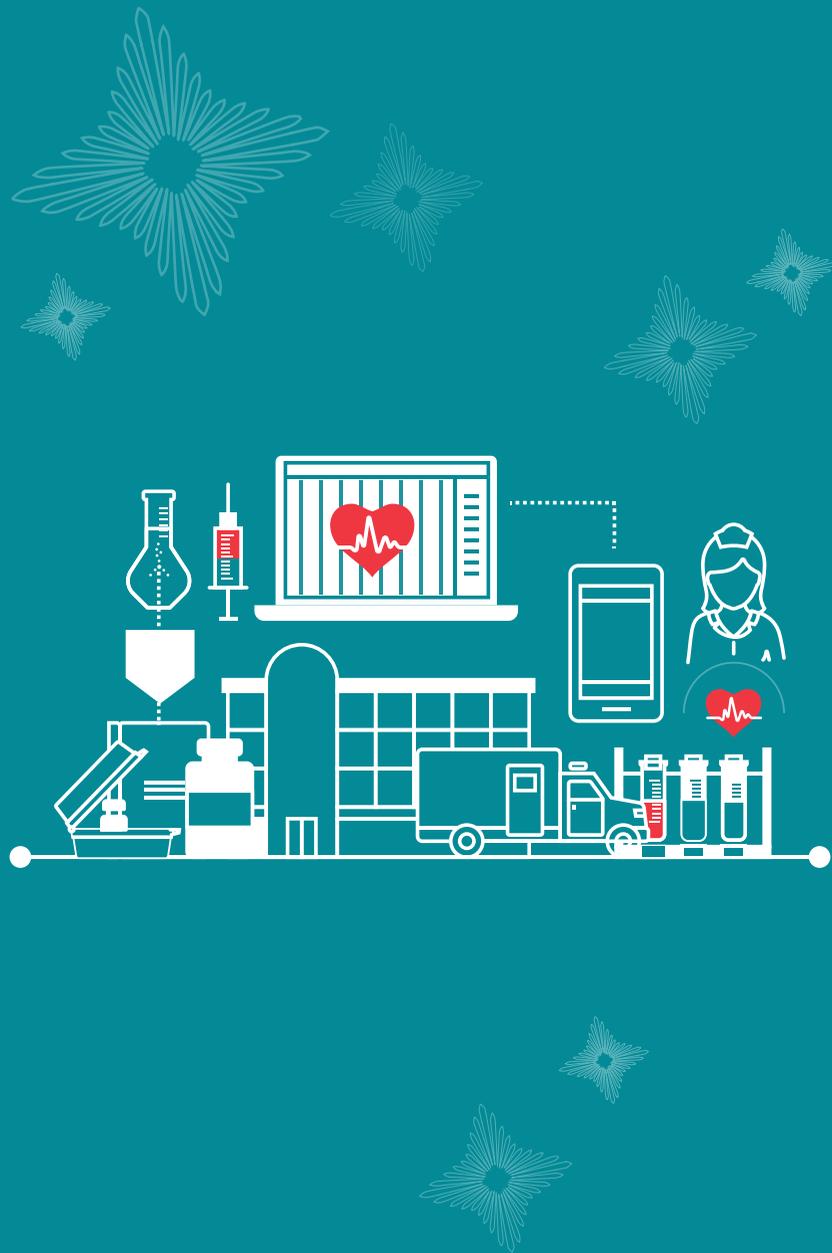
FACILITY FAQ

Facility FAQ About Ozone Therapy

Facility FAQ About Metatron Clinic

INTERCONNECTED SERVICES

Interconnected Services



MEDICAL SERVICES

For Whom?

UAE Nationals
GCC Nationals
(Residents in
Dubai)



Complementary Medicine Services

Complementary medicine services provide the following therapies to stimulate the body's healing processes:

- Medical ozone therapy according to medical condition
- Metatron therapy in combination with physiotherapy, homeopathy and nutrition
- Laser light therapy
- Bioresonance therapy

Test Results

Will be communicated with the patient through text message or by phone call

Required Documents

- Valid original Emirates ID
- Health card
- Electronic referral request and/or medical report

Service Limitations

- Services are only provided for GCC nationals resident in Dubai
- Medical ozone therapy clinic not applicable for pregnant patients with G-6-P-D deficiency or hyperthyroidism
- Metatron clinic not applicable for patients having a pacemaker or a metallic prosthesis and 7 years old or younger
- Not applicable in case of pregnancy, epilepsy or fever

Appointment



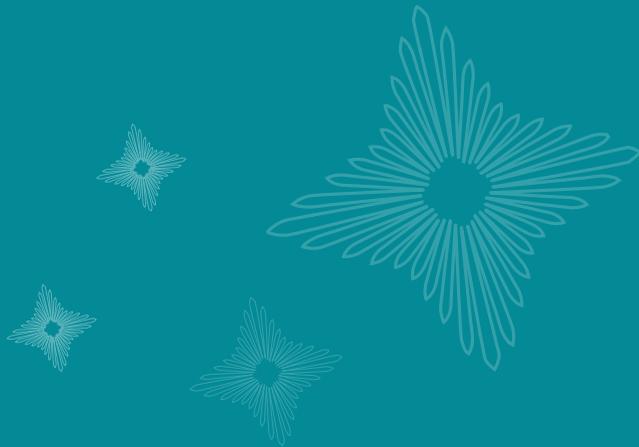
Sun - Thu
7:30am - 2:30pm

Delivery Time

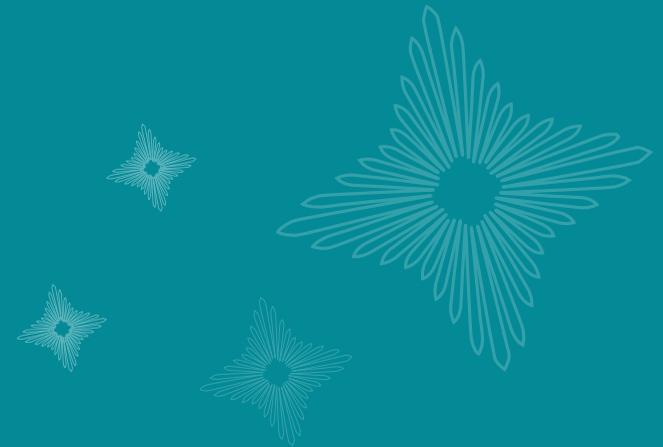
Medical ozone therapy clinic
30 minutes

Metatron clinic
1 hour and a half

Bioresonance therapy
1 hour



FACILITY FAQ





What is ozone therapy?

It is a type of medical treatment where medical ozone gas is used for treating various medical illnesses and diseases.

What are the benefits of ozone therapy?

Ozone therapy plays a major role in the human body. The benefits are listed below:

- Decreases or eliminates the pain
- Treats inflammation and decreases its symptoms
- Boosts the immune system and activates the antioxidant system
- Clears and eliminates toxins and waste products resulting from variable metabolic reaction in the body
- Provides the body with more oxygen

Who is eligible for this type of treatment?

Adults and children are eligible for the treatment, according to their medical problems.

What are the methods of treatment?

There are different methods of treatment such as:

- Major autohemo therapy (IV ozone)
- Ozone gas injection
- Ozone gas insufflation
- Ozone cream, etc.

What are the contraindications?

- Patient with hyperthyroidism
- Patients with G-6-P-D deficiency
- Pregnant women
- Sever acute leukemia

Is this treatment harmful and can it cause air embolism?

Medical ozone gas is like any other drug, if it is used within the safe and accurate doses and concentration it will never cause harm. If it will not benefit the patient, it will never harm them.

Would it cure my medical disease?

Ozone therapy helps to decrease symptoms such as pain.

- It prevents future complications and improves patient condition and prognosis
- It plays a major role in boosting the immune system and improves general wellbeing of the patient

What are the diseases treated by ozone therapy?

Below is the list of some of the common diseases treated at Ozone Clinic-DCMC (however not limited to these diseases)

Systemic diseases

- Diabetes mellitus
- Hypertension
- Dyslipidemia
- Multiple sclerosis
- Rheumatoid arthritis
- Hepatitis C
- Chronic fatigue syndrome
- Post chemotherapy
- Generalised psoriasis - eczema
- Anemia
- Hypothyroidism

Local diseases

- Disc prolapse
- Muscular spasm (back, shoulder, neck)
- Joint pain knee, shoulder
- Migraine
- Frozen shoulder

Does ozone therapy interfere with my other medical treatments?

Ozone therapy does not interact or interfere with any other medical treatment, and we do emphasis on patients to continue their medical treatment.

What is the cost of the treatments?

Currently ozone therapy at DCMC is free of charge, therefore it is applicable only for UAE Nationals, GCC resident in Dubai and expatriates staff of DHA.

How frequently can I take the treatment?

The frequency of treatment depends on the type of the medical disease and the treatment protocol.

How can I get an appointment?

Patients seen at Ozone Clinic are by PHC referral through the Salama system as per the criteria. Once eligible to be seen in Ozone Clinic, an appointment is scheduled and patient will receive an SMS from Dubai Complementary Medicine Centre for confirmation and/or rescheduling.



What is Metatron?

Metatron is a diagnostic tool to help identifying the root cause of the complaint and pathological predisposition under entropy logic system. A non-invasive technology helps healthcare practitioners to determine individual programme of target diagnostics required to clarify and verify the established provisional diagnosis.

What is the indication for Metatron?

It is used for screening-diagnostics of the activity status of human organs and systems, determining the possible origin of functional changes.

What are the contraindications for Metatron?

Contraindications are:

- < 7 years of age
- Epilepsy, mental disorders
- Fever (> 38°C)
- After treatment post an MI or a stroke
- Pregnancy
- Implanted pacemaker
- Presence of foreign objects in a human body such as implants, metallic and other structures (e.g. endoprosthesis, etc.)

Is it painful?

Metatron is not an invasive procedure. Patient is only connected to the machine through a head conductor just like a headset.

Do we have to come fasting?

No, it is not required to fast.

How long does it take to do the Metatron screening?

It depends on the actual complaints of the patient. Metatron screening can be from 1-2 hours for new cases, and as short as 30 minutes for follow-up cases.

Can pregnant women do Metatron screening?

Pregnancy is one of the contraindication for Metatron screening.

Can small children do Metatron Screening?

Metatron is not performed for children below seven (7) years old. In some cases, when a child below age 7 is overweight or above the normal growth chart, Metatron may be used only to check the digestive system.

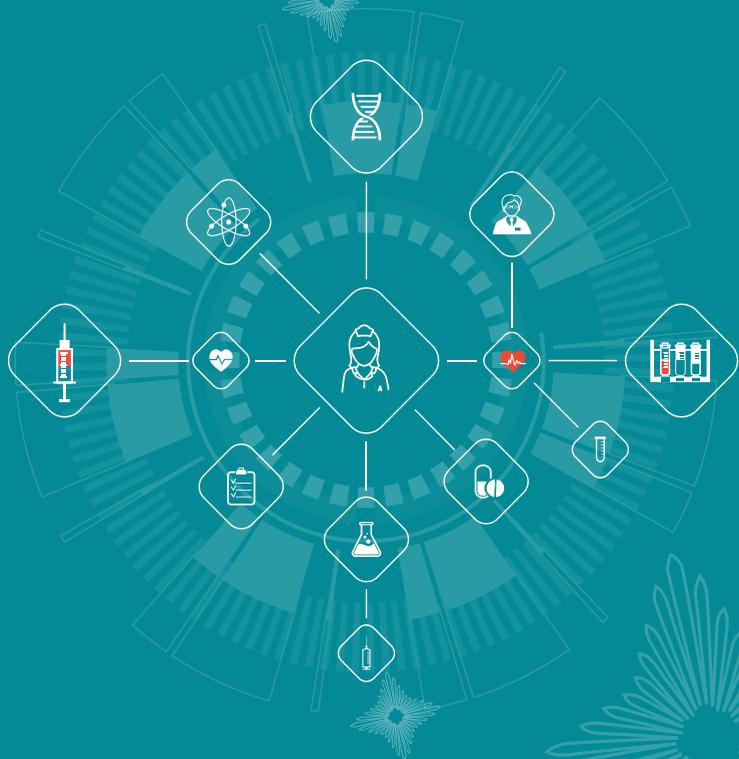
What are the cases seen in Metatron Clinic?

Cases such as:

- Skin disorders such as eczema, allergy, psoriasis
- Respiratory disorders such as asthma or chronic allergy
- Digestive disorder such as IBS, ulcerative colitis genitourinary disorders such as recurrent UTI, prostatitis or cervicitis
- Infertility
- Diabetes
- Obesity and weight management
- PMS/menopause concerns
- Chronic headaches, migraines

How can we get appointment in Metatron Clinic?

Patients seen in Metatron Clinic are by PHC referral through the Salama system as per the criteria. Once eligible to be seen in Metatron Clinic, an appointment is scheduled and the patient will receive an SMS from Dubai Complementary Medicine Centre for confirmation and/or rescheduling.



INTERCONNECTED SERVICES

Services name	Name of related service
• Complementary medicine services	• Patient referral from PHC