



DUBAI FERTILITY 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.

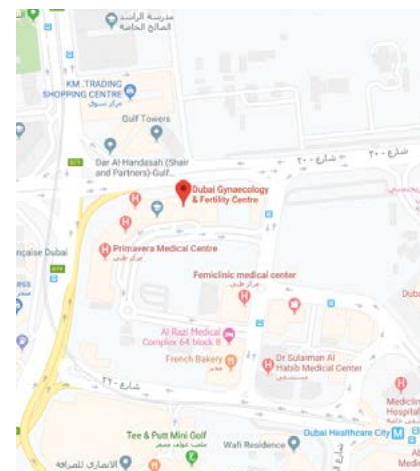
PAYMENT METHOD

- CREDIT CARD
- CASH
- BANK TRANSFER
- CHEQUE/ACCORDING TO THE PROCEDURES



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DUBAI FERTILITY CENTRE



In 1991, Dubai Fertility Centre was established upon the directives and vision of His Highness Sheikh Hamdan Bin Rashid Al Maktoum, Deputy Ruler of Dubai, UAE Minister of Finance and Chairman of the Dubai Health Authority to initiate specialised fertility treatment in UAE, in collaboration between DHA and London Fertility Centre under the supervision of Professor Ian Craft.

The centre offers a comprehensive and innovative range of infertility treatment solutions to couples residing in the UAE, as well as visiting couples from other countries, especially GCC. The centre aims to achieve the goal to provide specialised fertility services within the Gulf region and Middle East.

In 2009, Dubai Fertility Centre moved into Dubai Health Care City as an independent unit.

Contacts



Room 1016, First floor, Block C&D
64 Al Razi Building,
Dubai Healthcare City, Dubai, UAE



800342



To call from outside UAE
+971 4 219 8888



dfc@dha.gov.ae



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



Nursing services are available for injections over the weekends and public holidays from 11am to 12pm.

CUSTOMER JOURNEY

1 Accessing information



Gathering information

The patient can access 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

An appointment can be booked by contacting the call centre on 800DHA.



3 Reaching the centre



Finding suitable parking

When arriving to the centre, suitable parking is available at:

- Valet parking in front of Al Razi Building (E & A Block entrance)
- Dubai Transport Authority parking in front of Al Razi Building No. 64
- Ground parking inside Al-Razi Building No. 64



4 Registration



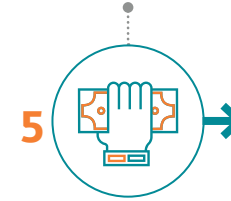
Counter in the registration area

The patient provides all the following documents:

- Original valid Emirates ID
- Original insurance card
- Valid passport for the husband and wife
- Marriage certificate
- Family book/khulasat al qaid (for UAE Nationals only)



5 Payment

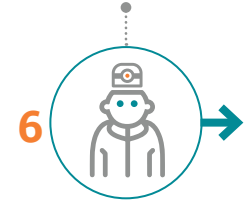


Cashier counter

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



6 Nurse assessment



Vital signs check-up

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



7 Physician assessment



Treatment room

The patient checks into the treatment room to see a physician. The physician orders some lab tests, and/or radiology tests (if required).



8 Payment



Cashier counter

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



These steps are done when/if required

Laboratory

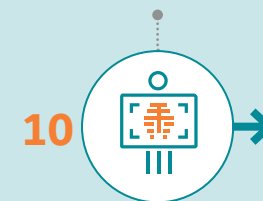


Giving samples

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



Radiology

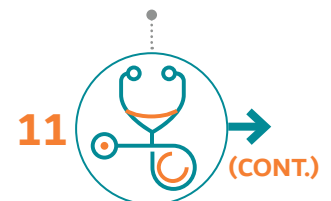


Taking diagnosis via images

The patient checks into the radiology lab for imaging diagnosis (if required).



11 Physician assessment (CONT.)



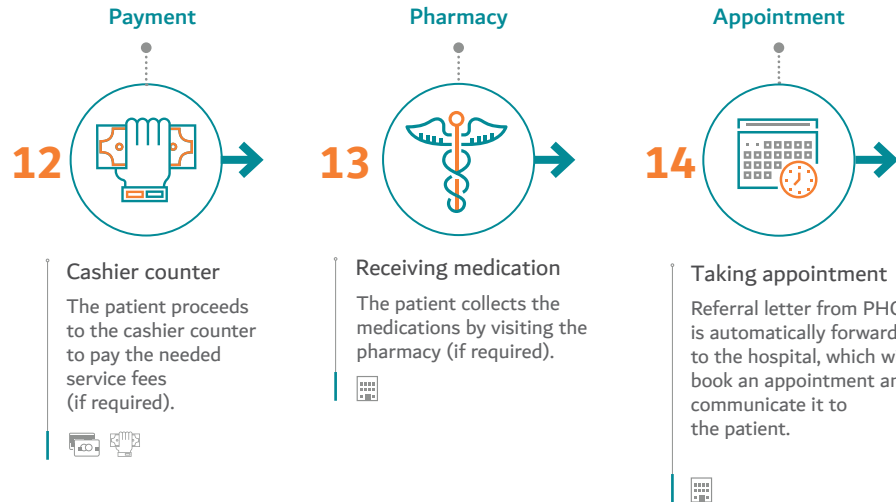
Treatment room

The patient checks into the treatment room for seeing a physician. The physician orders some lab tests, and/or radiology tests (if required).



CUSTOMER JOURNEY

(CONT.)



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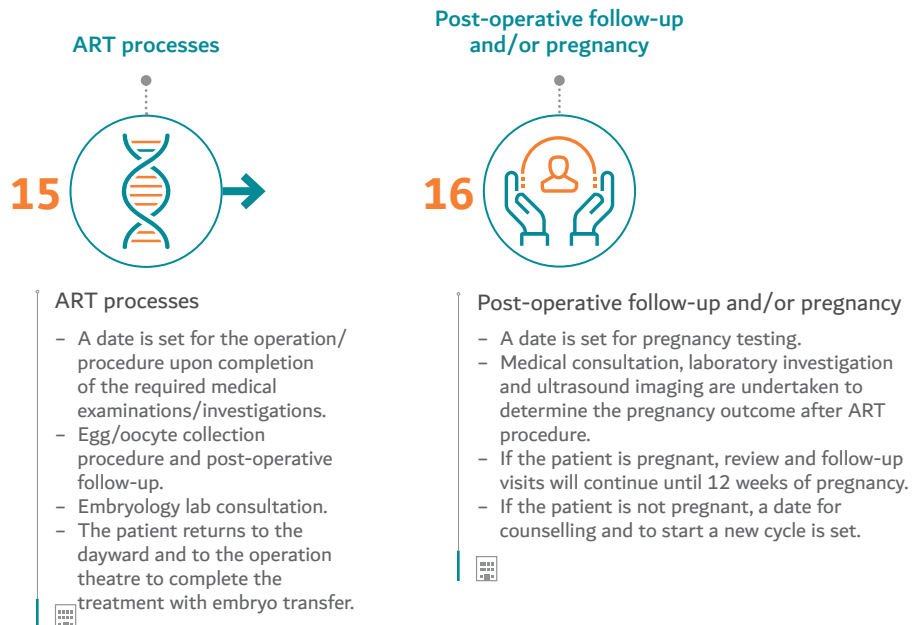
Fertility Treatment Packages Prices

FACILITY FAQ

Facility FAQ

INTERCONNECTED SERVICES

Interconnected Services





MEDICAL SERVICES

For Whom?

UAE Nationals
Residents
Expats
Visitors
GCC Citizens

Reproductive Medicine and Infertility Services

Provide comprehensive care for couples who wish to address infertility problems and delay in natural pregnancy. Also provide fertility services through the latest assisted reproductive technology and genetic diagnosis to achieve optimal pregnancy results and maintain reproductive health.

Service Limitations

- Critical untreated health conditions
- For all procedures, both spouses must be present

Documents Required

- Copy of the marriage certificate (if required)
- Valid Emirates ID and passport copies of both spouses
- Family book (for UAE Nationals) or a copy of marsoom (if required)
- For medical tourists, passport copies of both spouses and copy of visit visa
- Implementing the rules based on terms and conditions as set out in UAE Federal IVF law and/Amal Initiative Policy for UAE Nationals, and may require the resubmission of official documents upon renewal of registration at each new treatment cycle, after one year of registration

Delivery Time

- **New appointment**
45-60 minutes
- **Follow-up appointment**
15-30 minutes
(each procedure has its own specific timing which shall be explained by the physician, average of 40 minutes).
- Duration of the course of treatment to try the IVF trip begins with ovarian stimulation with medications from the second day of the wife's menstrual cycle and lasts for 2 to 5 weeks depending on the situation during the treatment phase of each cycle.

These services include but are not limited to:

- Major fertility processes: In vitro fertilisation (IVF), Intracytoplasmic sperm insemination (ICSI), intrauterine insemination (IUI), embryo transfer, ICSI for frozen eggs, ovulation induction, male infertility procedures such as Testicular Epididymal Sperm Aspiration (TESA) and Percutaneous Epididymal Sperm Aspiration (PESA).
- Embryology Lab Services: Semen analysis, testing of anti-sperm antibodies, semen in vitro culture.

Genetic testing services:

- Gender selection
- DNA testing by PCR to diagnose a specific genetic disorder such as thalassemia or sickle cell anemia
- Microarray DNA testing which is a molecular genetic technique for exploring all 46 chromosomes in a single test and to detect any DNA imbalance including extra or missing chromosomes and loss or gain of chromosome material much more precisely than conventional chromosome analyses
- Human Leukocyte Antigen (HLA) matching is a tool for couples at risk of transmitting a genetic disease in order to select unaffected embryos compatible with an existing affected child
- Next Generation Sequencing (NGS) is a modern technology for rapid DNA analysis and screening embryos for chromosome abnormalities
- Detection of oncogenes
- Carrier Genetic Testing (CGT) - disease screening process
- Genetic counselling for recurrent miscarriage

Freezing services:

- Freezing of semen, oocytes and embryos

Ultrasonography imaging services:

- Gynaecological scan
 - Ultrasonography for multiple pregnancies
 - Antenatal serial scans
 - Detection of fetal abnormalities
- Other services and operations:**
- Hysteroscopy (diagnostic and therapeutic)
 - Paracentesis
 - Septoplasty
 - Polypectomy
 - Adhesiolysis
 - Cervical dilatation
 - Endometrial biopsy
 - Cervical cerclage
 - OncoFertility Services (Freezing of gametes (oocyte/semen/embryo)

Preparation Steps

Please follow these instructions as necessary preparatory steps before fertilisation services:

- **No sexual contact for 3-5 days for:**
semen assessment, antisperm antibodies, semen freezing, semen in vitro culture
- **Stimulation protocol (2-5 weeks) for:**
egg collection and freezing, gender selection, PCR, microarray techniques, HLA matching PGD, Invitro fertilisation, micro insemination, ICSI for frozen eggs
- **Overnight fasting for:**
epididymal aspiration/PESA, testicular biopsy, hysteroscopy, vaginal cyst aspiration, D&C (excluding histology), endometrial/polyp biopsy, IUCD removal, cervical cerclage, paracentesis, evacuation, egg collection, cervical dilatation

Test Results

- Test results should be followed-up with the treating physician
- You will be contacted in case of any critical results and requested to visit the centre
- During non-working hours, contact on-call nurse/physician for any emergency or visit the nearest centre

Appointment



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

The centre also provides two hours of service during the weekend and official holidays for injections and theatre procedures from 10:00am - 12:00pm

Individual Services Prices

- 500AED
Initial consultation
- 400AED
Follow-up consultation
- 400AED
Gynaecology scan
- 500AED
Obstetric scan (after 10 weeks gestation)
- 250AED
Semen analysis

Fertility Procedures

- 14000AED
IVF
- 18000AED
ICSI
- 2500AED
IUI

Genetic Testing Services

- 16000AED
PCR
- 15000AED
Gender selection
- 15000AED
Microarray techniques/NGS
- 18000AED
HLA matching PGD

Freezing Services

- 3500AED
Oocyte freezing and first year storage fee
- 2400AED
Semen freezing and first year storage fee
- 1500AED
Embryo freezing and storage (first six months)
- 2000AED
Embryo storage (Embryo, semen, oocyte annual storage)

Other Services

- 9000AED
Ovum pick up for freezing (frozen cycle)
- 3500AED
TESA/PESA
- 2000AED
Ovulation induction
- 4800AED
Hysteroscopy

Fertility Treatment Packages Prices

ICSI Package

18000AED

If you select this package you will get free:

- 4 follow-up consultations
- 4 Gynecology scans
- 2 Estradiol (serum) tests
- 2 Progesterone tests

IUI Package

3650AED

If you select this package you will get free:

- 2 Follow-up consultations
- 2 Gynecology scans

Frozen ICSI (2nd Cycle) Package

11000AED

If you select this package you will get free:

- 4 Follow-up consultations
- 4 Gynecology scans

IVF Package

14000AED

If you select this package you will get free:

- 2 Follow-up consultations
- 2 Gynecology scans
- 4 Follow-up consultations
- 4 Gynaecology scans

Consultations Packages

900AED

If you select this package you will get free:

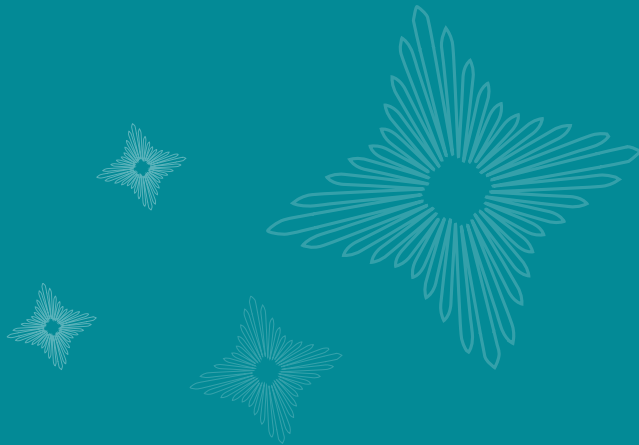
- 1 Gynecology scan
- 1 Semen assessment

The packages' prices exclude the following services which will be payable on each visit:

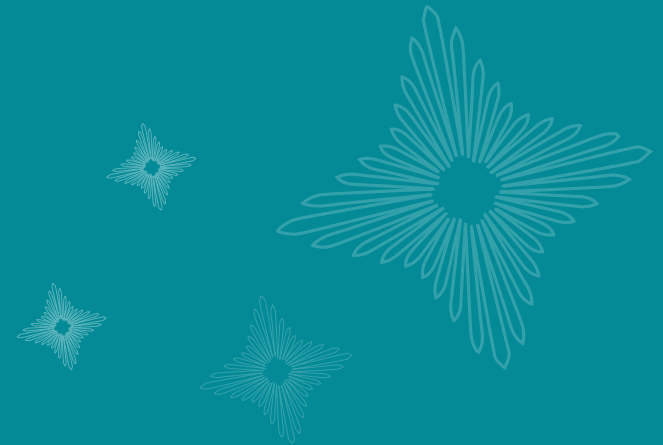
- All medications
- Other blood tests required during treatment
- Pregnancy ultrasound scan
- Other surgical procedures (cyst aspiration)
- Hydration therapy if needed

For inquiries or further information on pricing, please visit the website, contact the Customer Happiness Centre at DHA and/or speak with the Financial Service Advisor when visiting the Centre.





FACILITY FAQ





What are the main services offered at the centre? How much does it cost?

How to pay?

- IVF 14000AED
- ICSI 18000AED
- IUI 2500AED
- You can pay by cash or credit card

What are the working hours of the centre ?

- Working days are from Sunday to Thursday from 07:30am to 14:30pm
- Registration is from 7:30am to 13:00pm, so that we can complete the accounts services at the centre
- We also have nursing services to give injections on weekends and public holidays, for a duration of 2 hours from 10:00am to 12:00pm

Can we choose the gender of the fetus?

Yes, you can choose the gender of the fetus after medical consultation with your physician.

Do I have to stay in the hospital after an egg collection or embryo transfer?

No, it is a day-care procedure.

What are the documents requirements?

- Valid passport of husband and wife
- Valid Emirates ID of husband and wife (except for non-UAE residents)
- Marriage contract
- Summary of the original registration (for citizens)
- Medical report or analysis results (if available)

What is the Emergency process?

After working hours, please contact the following numbers:

- On-call doctor 050 354 7477
- On-call nurse 050 354 7747

Are there any places to give a semen sample?

Yes, the patient samples are received at the centre and sent for lab for testing.



INTERCONNECTED SERVICES

Services name	Name of related service
<ul style="list-style-type: none"> • Fertilization processes 	
<ul style="list-style-type: none"> • Egg collection for freezing eggs 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Ultrasound imaging • Embryology laboratory • Blood laboratory • Pharmacy services • Anaesthesia services
<ul style="list-style-type: none"> • Embryo transfer 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Ultrasound imaging • Embryology laboratory • Pharmacy services • Anaesthesia services (as appropriate)
<ul style="list-style-type: none"> • Epididymal aspiration (PESA) 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Ultrasound imaging • Embryology laboratory • Blood laboratory • Pharmacy services • Anaesthesia services
<ul style="list-style-type: none"> • ICSI (only) for frozen eggs 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Ultrasound imaging • Embryology laboratory • Blood laboratory • Pharmacy services • Anaesthesia services
<ul style="list-style-type: none"> • Intracytoplasmic sperm injection (ICSI) 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Ultrasound imaging • Embryology laboratory • Blood laboratory • Pharmacy services • Anaesthesia services

Services name	Name of related service
<ul style="list-style-type: none"> • Intrauterine insemination (IUI) 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Ultrasound imaging • Embryology laboratory • Blood laboratory • Pharmacy services
<ul style="list-style-type: none"> • In vitro fertilisation (IVF) 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Ultrasound imaging • Embryology laboratory • Blood laboratory • Pharmacy services • Anaesthesia services
<ul style="list-style-type: none"> • Ovulation induction 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Ultrasound imaging • Blood laboratory • Pharmacy services
<ul style="list-style-type: none"> • Scrotal exploration and testicular biopsy (TESA) 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Ultrasound imaging • Embryology laboratory • Blood laboratory • Pharmacy services • Anaesthesia services

Services name	Name of related service
<ul style="list-style-type: none"> • Genetic screening and genetic diagnosis services 	
<ul style="list-style-type: none"> • Histopathological examination technique for HLA embryos. Examination of tissue conforming to the genetic diagnosis of fetuses before implantation for the purposes of diagnosing tissue-matching embryos. HLA matching. 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Contract services for specialised services with the private sector • Embryology laboratory • Blood laboratory
<ul style="list-style-type: none"> • Microarray technique 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Contract services for specialised services with the private sector • Embryology laboratory • Blood laboratory • Pharmacy services
<ul style="list-style-type: none"> • Polymerase chain reaction (PCR) 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Contract services for specialised services with the private sector • Embryology laboratory • Blood laboratory
<ul style="list-style-type: none"> • Preimplantation genetic diagnosis (PGD) for gender selection 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Contract services for specialised services with the private sector • Embryology laboratory • Blood laboratory • Pharmacy services

Services name	Name of related service
<ul style="list-style-type: none"> • Fertilization laboratory services 	
<ul style="list-style-type: none"> • Laser assisted hatching (AZH) 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Embryology laboratory
<ul style="list-style-type: none"> • Semen assessment 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Embryology laboratory
<ul style="list-style-type: none"> • Semen culture 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Embryology laboratory
<ul style="list-style-type: none"> • Sperm mar test 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Embryology laboratory
<ul style="list-style-type: none"> • Human sample freezing services 	
<ul style="list-style-type: none"> • Embryos freezing 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Embryology laboratory
<ul style="list-style-type: none"> • Freezing of eggs (oocyte) 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Embryology laboratory
<ul style="list-style-type: none"> • Sperm freezing 	<ul style="list-style-type: none"> • Registration and accounting • Nursing • Embryology laboratory

Services name	Name of related service
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• **Gynaecological services and operations**

- Amniocentesis
- Cervical cerclage
- Cervical dilatation
- Colposcopy
- D&C (excluding histology)
- Evacuation
- Endometrial biopsy/cervical polypectomy
- Hydration therapy
- Hysteroscopy
- Kelly's stitch

- Registration and accounting
- Nursing
- Ultrasound imaging
- Blood laboratory
- Pharmacy services
- Anaesthesia services

- Menstrual regulation

- Registration and accounting
- Nursing
- Ultrasound imaging
- Blood laboratory
- Pharmacy services

- Paracentesis (vaginal tap)
- Vaginal cyst aspiration

- Registration and accounting
- Nursing
- Ultrasound imaging
- Blood laboratory
- Pharmacy services
- Anaesthesia services

• **Ultrasound imaging services**

- Gynaecology scan
- Detecting fibers and cysts before starting treatment and fertilisation operations
- Monitoring the number of follicles and the size of the uterus after starting the treatment
- Obstetric scan
- Follow-up stages of fetal development in the first three months
- Detection of fetal abnormalities and photographing and tracking multiple pregnancy

- Registration and accounting
- Nursing
- Blood laboratory
- Pharmacy services