





DUBAI PHYSIOTHERAPY & REHABILITATION 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.

PAYMENT METHOD

-  CREDIT CARD
-  CASH



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.

DUBAI PHYSIOTHERAPY & REHABILITATION CENTRE



Dubai Physiotherapy and Rehabilitation Centre (DPRC) is an interdisciplinary out-patient medical rehabilitation facility for adults, children and adolescents - which facilitates provision of specialised rehabilitation, and social integration services.

It is the first rehabilitation centre to be accredited in Middle East and the UAE by Commission on Accreditation of Rehabilitation facilities (CARF).

For out-patient rehabilitation adult and paediatric, the centre offers three different programmes:

1. Out-patient rehabilitation programme for children and adults
2. Out-patient rehabilitation programme for acute and sub-acute patients
3. Out-patient maintenance programme for chronic patients

Contacts



29 B- Safa 2
Jumeirah, Dubai, UAE



infoDPRC@dha.gov.ae



800342



To call from outside UAE
+971 4 219 8888

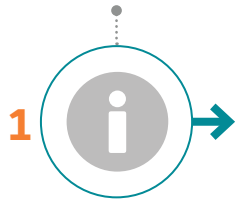


Sun - Thu
7:30am - 6:00pm



CUSTOMER JOURNEY

1 Accessing out-patient 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

A referral letter from a PHC or a DHA hospital is forwarded to the centre and a physician will assess the application. If accepted, an appointment will be booked with the multi disciplinary team. The patient will receive a confirmation SMS.



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 a referral letter from DHA facilities (PHCs or hospitals) and one of the following documents:

- Original valid Emirates ID
- Health card number
- Original valid passport



5 Nurse assessment



Vital signs check-up

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



6 Interdisciplinary team assessment



Interdisciplinary team assessment room

The patient checks into the consultation room for the assessment of the interdisciplinary team.



7 Care provision



Treatment room

After finishing the team assessment, a schedule of appointments as per the treatment plan will be given to the patient.



8 Follow-up appointment



Taking an appointment

The patient calls 800DHA to book the next appointment (if required).



INDEX OF SERVICES

ADMINISTRATION SERVICES

Health Card

Renew Health Card

Medical Report

Issue New/Duplicate Medical Report

MEDICAL SERVICES

Medical Laboratory Services

Medical Laboratory

Physical Medicine and Rehabilitation Services

General Physical Medicine and Rehabilitation

Orthotics

Paediatric Occupational Therapy

Physiotherapy

PHARMACY SERVICES

Pharmacy Services

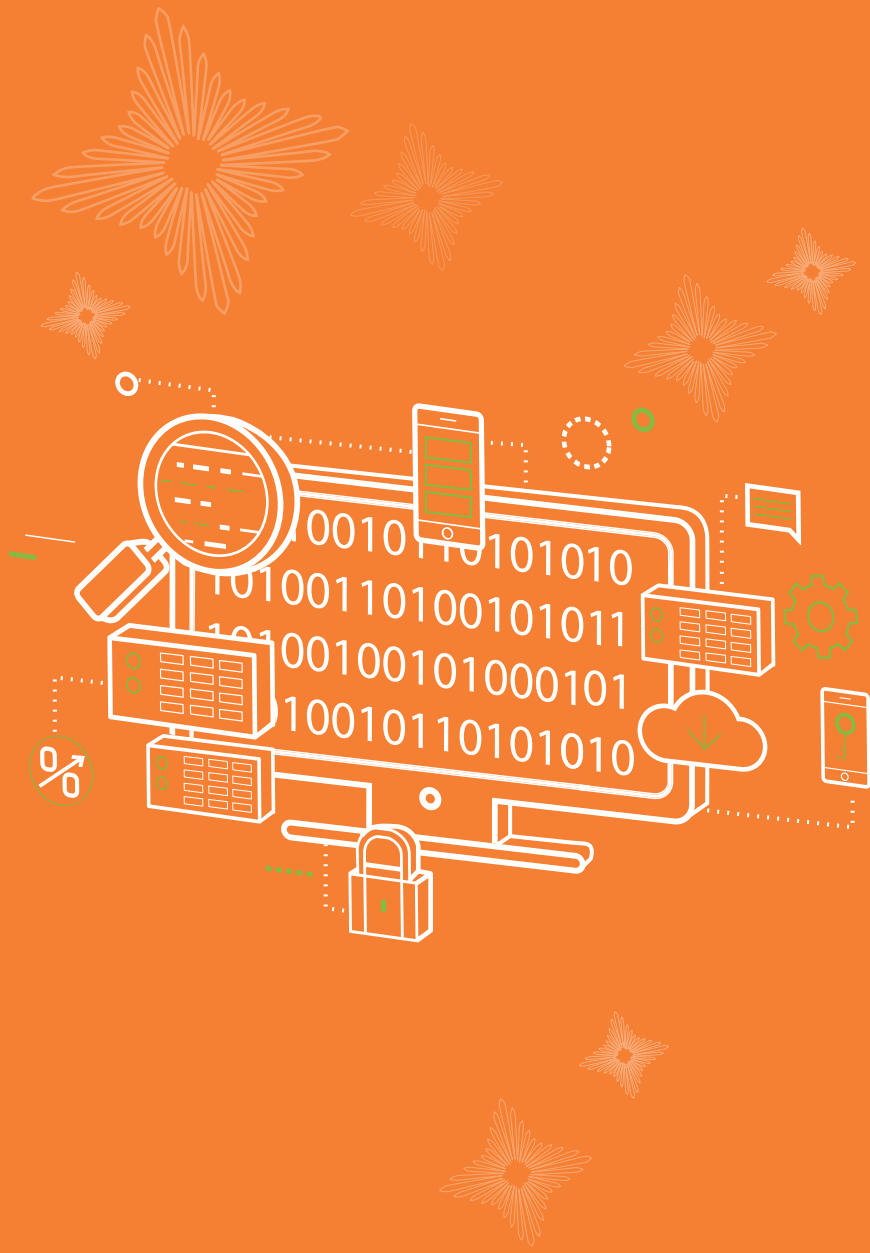
Pharmacy

FACILITY FAQ

Facility FAQ

INTERCONNECTED SERVICES

Interconnected Services



ADMINISTRATION SERVICES

For Whom?

- UAE Nationals
- Residents
- Expats



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 Limitations

Exemption of certain cases from the Commission's decision.

Walk-in



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

Delivery Time

3 minutes

Service Charges

Renew Health Card
70AED

Payment Methods

UAE Nationals



- Valid original passport + copy
- Valid original Emirates ID + copy
- Family book + copy
- Recent photograph of the applicant
- Electricity bill or proof of residence + copy

Wives of UAE Nationals



- Valid original passport of wife and husband + copy
- Valid original Emirates ID of wife and husband + copy
- Marriage certificate (with attestations required only for marriage certificate issued outside the country + copy)
- Family book + copy
- Recent photograph of the applicant
- Electricity bill or proof of residence + copy

Children of local mother



- Valid original passport of mother + copy
- Valid original Emirates ID of mother + copy
- Family book for mother issued from Dubai + copy
- Recent photograph of the applicant
- Original birth certificate for the child + copy and valid original passport of the child + copy
- For newborn, original birth certificate + copy

Residents



- Valid original passport (with valid UAE residence visa) + copy
- Valid original Emirates ID + copy
- Recent photograph of the applicant
- Electricity bill or proof of residence in Dubai + copy

Residents of Gulf countries in Dubai



- Valid original passport + copy, or valid original Emirates ID + copy
- Proof of housing - work - study - investment in the Emirate of Dubai + copy
- Recent photograph of the applicant
- Electricity bill or proof of residence in Dubai + copy

UAE Nationals with passports only



- Valid UAE passport + copy
- Valid original Emirates ID + copy
- Valid Marsoom + copy
- Electricity bill or proof of residence + copy
- Recent photograph of the applicant

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

For Whom?

UAE Nationals

Residents

Expats

GCC Citizens



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

Walk-in



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

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

7 working days

Service Charges

270AED

new report

120AED

copy of a report

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

Payment Methods



MEDICAL SERVICES

Medical Laboratory

Laboratory services are limited to collection of specimens only.

For Whom?

UAE Nationals
Residents
GCC Citizens
(with Dubai residence)



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

Additional Documents

In addition to the required documents (see Customer Journey), please present:

- Previous laboratory reports (if required)

Walk-in



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

Delivery Time

Depends on each case

General Physical Medicine and Rehabilitation

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

- Musculoskeletal & sports rehabilitation
- Neurological rehabilitation
- Paediatric rehabilitation
- Regenerative medicine: PRP and dextrose prolotherapy

In Dubai Physiotherapy & Rehabilitation Centre, an interdisciplinary team collaborates together to provide team consultation and prescribes the most appropriate therapeutic regimen for the patient.

The team includes:

- Physician
- Nurse
- Therapist
- Social worker
- Psychologist

For Whom?

UAE Nationals
Residents
GCC Citizens
(with Dubai residence)



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

Delivery Time

Interdisciplinary team
New appointment
30 minutes

Injections
30 minutes

Follow-up
15 minutes

Service Charges

187.50AED
Consultation charges (physician)

FREE
for UAE Nationals

Payment Methods

Orthotics

Orthotic services deal with the provision and the use of artificial devices such as splints and braces for the limbs and spine.

The expert can design, manufacture and apply the orthosis for DPRC patients who need devices to support or supplement weakened or abnormal joints or limbs.

For Whom?

UAE Nationals
Residents
GCC Citizens
(with Dubai residence)



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

Delivery Time

Depends on each case

Service Charges

FREE

for UAE Nationals

800AED

Average price, as customisation depending on the case/measurements of the patient

Payment Methods



Paediatric 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.

For Whom?

UAE Nationals
Residents
GCC Citizens
(with Dubai residence)



Appointment



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

Delivery Time

60 mins

Service Limitations

- Session will be discontinued if the patient is severely sick like having high fever
- Medically unstable patients
- Paediatrics patients under 2 years old

Service Charges

120AED

First evaluation

90AED

Follow-up session per session for expatriates (usually covered by insurance companies)

FREE

for UAE Nationals

Payment Methods



Physiotherapy

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

The services include but are not limited to:

- Kinesiotherapy
- Electrotherapy
- Dry needling
- Kinesiotaping
- Postural education
- Robotic training
- Sensory reintegration
- Aqua therapy

Service Limitations

- Medically unstable patients
- Patients with communicable diseases
- Pregnant/antenatal cases
- Children less than 2 years of age
- Patient showing aggressive/violent behavior

Service Charges

	142.50AED
Neuro physiotherapy	
	114.75AED
Gait	
	90AED
Musculoskeletal	
	90AED
Paediatric physiotherapy	
	48.75AED
Aqua therapy	
per session for expatriates	
	FREE
for UAE Nationals	

Payment Methods

For Whom?

UAE Nationals
Residents
GCC Citizens
(with Dubai residence)



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

Delivery Time

Adults
45 minutes

Children
60 minutes

Aqua Therapy
60 minutes





PHARMACY SERVICES

Pharmacy

The pharmacy services provide the required medications limited to the rehabilitation cases.

For Whom?



UAE Nationals
Residents
GCC Citizens
(with Dubai
residence)



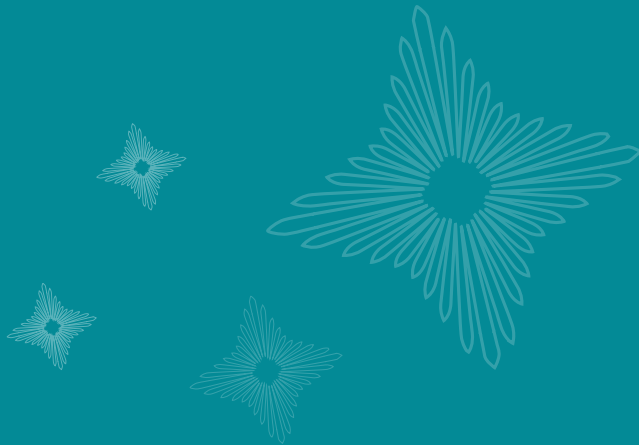
Walk-in



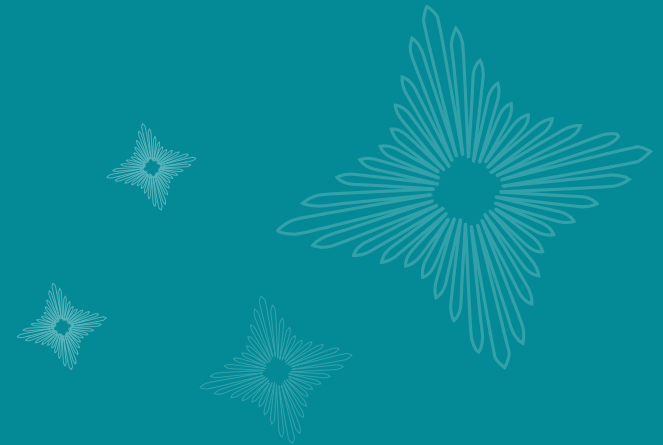
Sun - Thu
7:30am - 6:00pm

Delivery Time

10 minutes



FACILITY FAQ





What are the fees of DPRC services?

It is different according to the type of sessions (90/142.50AED)
Service charges 187.50AED

What are the working hours?

7:30am - 6:00pm

What are the services offered in DPRC?

Physiotherapy and occupational therapy, aqua therapy, etc.

Why are some main services closed and currently not available?

There is a study and plan to have all main services in the coming future.

How to change therapist/physician?

Our physicians follow an uniform standards and, according to the case, they can be changed.

Can the therapist provide me a sick leave letter?

No, only we can provide appointment attendance.

Is there a lymphedema treatment available in DPRC?

It is not available.

Is there an in-patient facility available in DPRC?

No, we don't have it currently.

Does DPRC have a home service programme?

No, it is not in our scope of services, PHCs provide this service.

Does DPRC have group therapy?

Yes, we do have since recently.

Does DPRC have emergency services?

No, we don't have them currently.

When is speech therapy going to be available?

It will be available in the coming future.

Where is the prayer room?

In the ground floor left to the entrance.

Are X-rays available in DPRC?

No, they are not available, we refer the patient to our hospital/centre.



INTERCONNECTED SERVICES

Services name	Name of related service
<ul style="list-style-type: none"> • Orthotics 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation at the centre
<ul style="list-style-type: none"> • Social care 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation at the centre
<ul style="list-style-type: none"> • Pharmacy 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation at the centre
<ul style="list-style-type: none"> • General physical medicine and rehabilitation 	<ul style="list-style-type: none"> • Referral from all DHA centres and hospitals
<ul style="list-style-type: none"> • Physiotherapy 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation at the centre
<ul style="list-style-type: none"> • Occupational therapy 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation at the centre
<ul style="list-style-type: none"> • Medical laboratory 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation at the centre
<ul style="list-style-type: none"> • Speech and language therapy 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation at the centre
<ul style="list-style-type: none"> • Psychological care 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation at the centre
<ul style="list-style-type: none"> • Request a medical report/copy/amendment 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation at the centre