



# HEALTH TOURISM

## SERVICE CATALOGUE

## KEY ICONS

### GENERAL ICONS

- LOCATION
- E-MAIL
- TELEPHONE

### TIMING

- TIMINGS

### FOR WHOM?

- HOSPITALS
- DAY SURGERY CENTRE
- CLINICS
- LICENSED HEALTH FACILITIES
- HEALTHCARE PROVIDERS
- INSURANCE COMPANIES

### FOR WHOM?

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

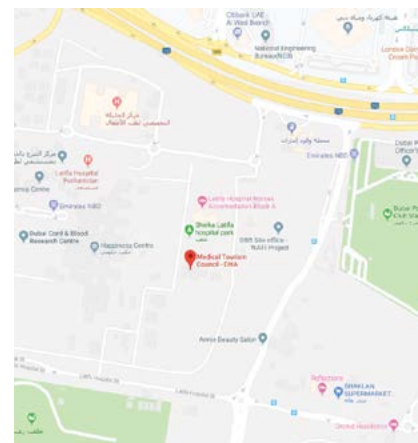
### SERVICES RECEIVED BY

- WEBSITE
- DHA APP.



**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.

# HEALTH TOURISM



Dubai Health Experience (DXH) is the prestigious brand conceived by the Dubai Health Authority (DHA) to strengthen the position of Dubai on the world map of health tourism.

Fulfilling this vision, DHA aims to be a pioneer in the field of health tourism and be a market leader for elective treatments in niche specialties. DXH aims to provide high-quality health services and an unparalleled holiday experience in Dubai, one of the world's most dynamic cities.

For more information on DXH and the packages and services we provide please go to [www.DXH.ae](http://www.DXH.ae)

### Contacts



Through [www.dhx.ae](http://www.dhx.ae)



And smart application (DXH App. on android and apple store)



[medicaltourism@dha.gov.ae](mailto:medicaltourism@dha.gov.ae)



24/7



### And through our Social Media accounts:

DXH Connect and DXH Wellness



DXH Connect



---

# INDEX OF SERVICES

---

## PACKAGES SERVICES

DXH Group Membership and Treatment Packages Service

Health Tourism Treatment Packages

---

## FACILITY FAQ

Frequently Asked Questions

---

# PACKAGES SERVICES

## DXH Group Membership and Treatment Packages Service

DXH Group membership services provide the opportunity for healthcare facilities within the jurisdiction of Dubai Health Authority to participate within the Dubai medical tourism project to offer a wide range of comprehensive medical services with high level of quality, safety and consistent service standards for inbound medical tourists.

### Service Limitations

- Hospitals facilities with no healthcare accreditation
- Health facilities that do not meet quality standards of Dubai Health Experience membership

### Service Delivery Channels

- [medicaltourism@dha.gov.ae](mailto:medicaltourism@dha.gov.ae)

### For Whom?

Healthcare Providers  
Insurance Companies



### Walk-in



24/7

### Documents Required

- DXH Eligibility Form

### Delivery Time

15 working days

## Health Tourism Treatment Packages

Health tourism packages services provide health tourists and patients information in five languages (Arabic, English, Russian, Chinese and Hindi). Health tourism offers the possibility to choose and compare from over 700 comprehensive healthcare packages designed to meet each individual's requirements. The packages clearly outline the type of medical treatment, cost, inclusions and exclusions criteria and the cost of each package.

Health tourists are offered the option of a 24/7 live chat service in two languages (Arabic and English) through the portal in order to assist them in identifying the desired medical treatment, receiving medical reports and requesting an appointment along with any other related information about travelling to Dubai for health-related treatments.

### Service Delivery Channels

- [www.dhx.ae](http://www.dhx.ae)
- DXH App.

### For Whom?

Visitors



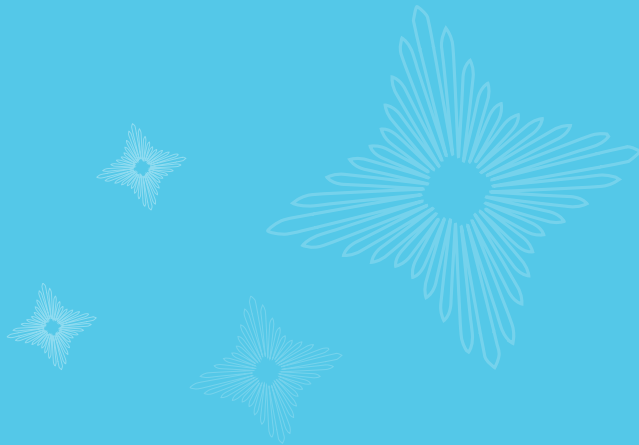
### Appointment



24/7

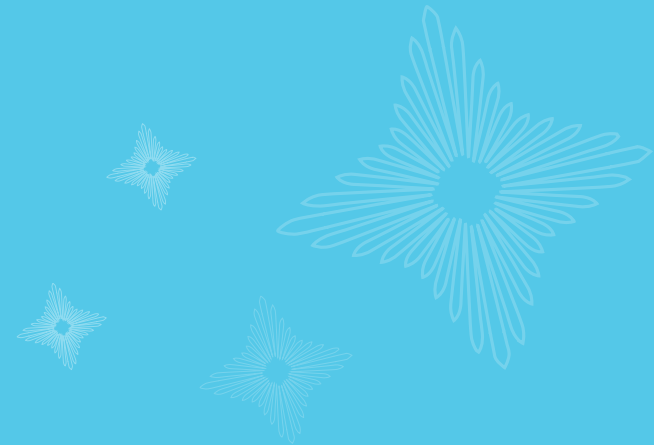
### Delivery Time

Depends on the facility availability of appointment



---

# FACILITY FAQ





### What is the official website of “Dubai Healthcare Experience” and what does it contain?

[www.dxh.ae](http://www.dxh.ae) is the official website for “Dubai Health Experience”. It contains information and data related to the health tourism packages for patients and health tourists in five different languages (Arabic, English, Russian, Chinese and Hindi). This enables them to choose and compare between the health packages designed to meet their needs which clearly specify, the type of medical treatment and the cost of each package.

In addition, there is a 24/7 live chat service in two languages (Arabic and English) to assist in the selection of the medical treatment, in receiving medical reports and requesting an appointment. Furthermore, the website provides additional information and data related to the journey of the health tourist such as the different types of visas including the medical tourism visa.

### What is the vision of “Dubai Health Experience” (DXH)?

“Dubai Health Experience” aims to position Dubai on the health tourism map, strengthen the Emirate’s position as a health tourism destination, attract visitors and focus on marketing and promotion of Dubai’s healthcare services in the regional and global healthcare sector, with the aim of attracting 500,000 health tourists to Dubai by 2021.

### What is Dubai’s strategic plan to develop the health sector?

Dubai has set an ambitious long term strategy to develop the health sector which aims to strengthen the competitive position of the Emirate, rank first regionally and become among the top 15 global destinations for health tourism. Furthermore, Dubai occupies a prestigious global position, as an ultimate destination for tourism and recreation, offering its visitors an exceptional experience throughout the year.

Dubai looks forward to being the ideal destination for medical and wellness treatments to attract 500,000 health tourists by 2021. In addition, it focuses on the medical tourism industry by identifying investment opportunities in the health sector, developing marketing plans, promoting health tourism, monitoring and coordinating with healthcare providers within the UAE and developing communication skills in different languages. These efforts are supported by extensive research and analysis to identify opportunities for investment and create opportunities for cooperation with the private sector.

### What distinguishes health tourism in Dubai?

Dubai offers a health system that simulates the best internationally developed systems supported by local regulations, legislations and laws that guarantee the highest quality standards. In addition, it proposes a strategic location, security, political and economic stability, environment and attractive investment climate for businessmen in general. It also provides flexible and sophisticated laws and legislations for the practice of health professions in addition to the existence of the infrastructure supporting health tourism. The development of the health sector and the availability of diagnostic and health services -distinguished in various medical specialties- is important as well as the access to government hospitals and a large number of private hospitals that have international certifications in quality.

### What are the medical treatments offered by the “Dubai Health Experience”?

Among the first specialised areas to be offered by the “Dubai Health Experience” (DXH) are cosmetic treatment and surgery, orthopaedics and sports medicine, ophthalmology, dental treatment, dermatology, wellness and preventive health check-up packages, as well as assisted reproductive techniques and weight loss management and surgeries.

### What is the health insurance that “Dubai Health Experience” follows?

DHA has collaborated with insurance companies to provide a special insurance programme and health insurance to the tourists who are arriving in Dubai for health tourism. The insurance covers complications that tourists may experience during treatment, emergency treatment costs, repatriation, loss of luggage and passport, as well as accommodation expenses for the accompanying person in the event of an emergency. This insurance is valid from the moment the tourist books his/her ticket, and the insurance can be purchased for the escorts as well.

### Are there any other social media pages in addition to the official website?

The social media platforms are as follows:

- Facebook: DXH-Connect
- Twitter: DXHConnect
- LinkedIn: DXHConnect
- YouTube: DXHConnect
- Instagram: DXHConnect

### How many visitors does Dubai aspire to attract by the year 2021?

Dubai aims to attract 500,000 health tourists by 2021.

### What is the classification of Dubai on the world map of medical tourism?

Dubai has managed in a short period to be ranked 16<sup>th</sup> among the top 41 global destinations for medical tourism in 2017.

### Where do Dubai’s medical tourists mostly come from?

The GCC and other Arab countries are at the top of the list, followed by Asian and African countries.

### Do GCC nationals need a visa to enter the UAE?

GCC nationals do not need a visa to enter the UAE.

Arab residents of the GCC countries (Kuwait, Oman, Bahrain and Saudi Arabia), who hold a business class residence visa, company directors or representatives, auditors, accountants, physicians, engineers and private sector workers, can obtain a 30-day visa non-renewable upon arrival in the UAE.

### Which countries are eligible for entering the United Arab Emirates?

Passport holders of countries listed below enjoy no advance visa arrangements when visiting the UAE. Upon arrival to Dubai International Airport, they can proceed to Immigration, where their passport will be stamped with a 30-day visit visa free of charge which can be extended for an additional 30 days at an additional charge. All visitors must have a valid return ticket as well as a passport valid for at least six months.

Andorra, Australia, Austria, Belgium, Brunei, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, San Marino, Seychelles, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, United Kingdom, United States of America, Vatican City.

All other nationalities must arrange for visa prior to their arrival in the UAE.

### What are the types of visas required to enter the United Arab Emirates?

The type of visa required for entry into the UAE depends on several different factors such as nationality, the purpose of the visit and its duration.

- **Tourist Visa:** tourists can apply for it through tour operators and Emirates Airline and it is valid for a 30-day stay, but extendable for another 10 days. Tourists need sponsorship from a hotel or tour operator, and prearrangement is required. Tourists must also have an honored passport.
- **Medical Tourism Visa:** it is provided by the health authorities after the submission of all required documents. Valid for 90 days and can be extended.

Visa validity length, regulations and costs are subject to change, therefore visitors who require a visa should contact their nearest UAE embassy or consulate or visit the website of the General Directorate of Foreign Residency and Foreigners Affairs. Visas can also be arranged through travel agents, UAE Airlines, hotels and through close family members who are UAE Nationals or residents.

For more information, please visit: [www.dnrd.ae](http://www.dnrd.ae)

### What is the duration of the medical tourism visa to Dubai?

The medical tourism visa is valid for up to three months and can be renewed.

### How many health facilities are participating and how many treatment packages are there in the “Dubai Health Experience”?

More than 70 healthcare facilities are enrolled in DXH experience with more than 700 packages listed in [www.dxh.ae](http://www.dxh.ae).