His Highness Sheikh Mohammed issued this directive on the sixth anniversary of his accession as the Ruler of Dubai.

The hospital provides care for pregnant women, gynecologists and children from birth to the age of 12. It offers a pediatric surgery service including neonatal and preterm surgery. There are also distinctive and rare specialties such as pediatric neurology and genetic and metabolic diseases.

Latifa Hospital has the largest neonatal and premature neonatal intensive care unit in the Northern Emirates that follows international standards in treatment. The hospital receives high-risk pregnancies and deliveries. The gynecological laparoscopic service received international accreditation as a centre of excellence.

Latifa Hospital has been accredited by the US Joint Safety Committee for the Application of Safety Standards since 2007. The hospital has also been awarded a “Child Friendly Hospital” certificate by UNICEF in the year for its effectiveness in implementing practices that protect the child, support and promote breastfeeding. The hospital also received the certificate of “Mother-friendly Hospital”.

Contacts

Oud Metha Road, Al Jadaf, PO Box 9115 Dubai, UAE
LH@dha.gov.ae
800342
+971 4 219 3000
+971 4 324 1717
Emergency 24/7
CUSTOMER JOURNEY
OUT-PATIENT

1. Gathering of Information
   The patient can access DHA website or call 800DHA or use Dubai health booking application to get the needed information about the services provided, working hours and doctors’ names available.

2. Take Appointment
   Referral letter from PHC is automatically forwarded to the hospital, the hospital will book an appointment and communicate it to the patient through sms.

3. Finding Suitable Parking
   When the patient arrives at the hospital, suitable parking should be available and accessible.

4. Counter in the Registration Area
   The patient pay the needed service fees (if applicable) and provides the following documents:
   - Original valid emirates ID
   - Health card number
   - Original insurance card
   - GCC card
   - Valid passport
   - Driving license

5. Vital Signs Check-up
   The nurse checks the patient’s vital signs (blood pressure, temperature, weight, height, etc.).

6. Consultation and Medicine Prescription
   The physician assesses the patient, takes his/her history, then prescribes the suitable medication, orders some lab tests, and/or radiology tests (if applicable).

7. Giving Samples
   The patient checks-in to the lab to provide samples requested by the physician (if applicable).

8. Rehabilitation
   The patient checks in to the Rehabilitation Section (requires referral from the physician).

9. Taking Diagnosing Via Images
   The patient checks-in to the radiology lab for imaging diagnosis (if applicable).

10. Nutrition
    The patient should have a referral letter from physician. the Dietitian assesses the patient/prescribe Nutrition supplement if needed.

11. Receiving Medication
    The patient collects the medications by visiting the pharmacy (if applicable).
CUSTOMER JOURNEY IN-PATIENT

1. Entering the Hospital
   - ER Admission
     Patient arrives in the ER where physician decides if the patient is for admission (check Emergency Journey).
   - Elective Admission
     The patient takes referral from a PHC. (check step 2).

2. Appointment
   - Taking Appointment
     Referral letter from PHC is automatically forwarded to the hospital, the hospital will book an appointment and communicate it to the patient.

3. Physician Assessment and Order for Admission
   - Physician Assessment
     The Physician assesses the patient and decides if the patient is for admission. Then, the physician sends the order for admission.

4. Registration
   - Counter in the Registration Area
     The patient provides the following documents:
     - Original valid emirates ID
     - Health card number
     - Original insurance card
     - GCC card
     - Valid passport
     - Driving license

5. Payment
   - Cashier Counter
     The patient proceeds to the cashier counter to pay the needed service fees if applicable.

6. Admission to the Hospital’s Room
   - In-Patient Room
     The patient proceeds to the in-patient room.

7. Laboratory
   - Giving Samples
     Samples requested by the physician are done at the bedside of the patient (if required).

8. Radiology
   - Taking Diagnosing Via Images
     The patient is taken to the radiology lab for imaging diagnosis (if required).

9. Rehabilitation
   - Rehabilitation
     The patient receives the treatment after the referral order from the treating physician in the ward.
CUSTOMER JOURNEY IN-PATIENT

Nutrition

10

Take appointment
the patient should have a referral letter from physician.
the Dietitian assesses the patient/prescribe Nutrition supplement if needed.

Care Provision

11

Receiving Medical Care
(if required)

Payment

12

Cashier Counter
physician permits discharge from hospital then patient needs to proceed to the cashier counter to clear payments (if applicable).

Pharmacy

13

Receiving Medication
The patient collects the medications by visiting the pharmacy.

Follow-up Appointment

14

Booking the Appointment
Appointment will be given by the hospital to the patient.

Receiving Discharge Instructions

15

Discharge from the Hospital
CUSTOMER JOURNEY
EMERGENCY

Gathering of information
The patient accesses DHA website or call 800DHA to get the needed information about the services provided, working hours and doctors’ names available (if applicable).

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

Upon Arrival
Patient with T1, T2, will be sent directly to the emergency room for treatment.

Upon Arrival
t14 and t5 will go to triage first and then the registration and present valid id card and health card number.

Upon Arrival
Patient with T1, T2, will be sent directly to the emergency room for treatment.

Upon Arrival
Patient will be discharged depending on results.

Upon Arrival
Patient will be transferred depending on the condition.

Upon Arrival
Patient will be discharged depending on results.

Upon Arrival
Patient will be transferred depending on the condition.

When/if applicable
The patient checks-in to the lab to provide samples requested by the physician.

When/if applicable
The patient checks-in the radiology lab for imaging diagnosis.

Consultation
Giving Samples
The patient checks-in to the lab to provide samples requested by the physician.

Consultation
Taking Diagnosing Via Images
The patient checks-in the radiology lab for imaging diagnosis.

Consultation
Giving Samples
The patient checks-in to the lab to provide samples requested by the physician.

Consultation
Taking Diagnosing Via Images
The patient checks-in the radiology lab for imaging diagnosis.
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Pharmacy Services
Pharmacy

FACILITY FAQ

Facility FAQ
Facility FAQ for Happiness Centre

INTERCONNECTED SERVICES
ADMINISTRATION SERVICES
Create/Renew Health Card

A health card is being created for all patients in order to facilitate all transactions and registrations during all services in hospital and maintaining patient’s records and medical history.

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.

Service Charges

<table>
<thead>
<tr>
<th>Service Charges</th>
<th>New Health Card</th>
</tr>
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<tbody>
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<td>UAE National adults</td>
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<td>70AED</td>
<td>UAE National children (10 - 17yrs)</td>
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<td>320AED</td>
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<td>120AED</td>
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<tr>
<td>320AED</td>
<td>Children of local mothers</td>
</tr>
<tr>
<td>220AED</td>
<td>Children of local mothers (10 - 17yrs)</td>
</tr>
<tr>
<td>120AED</td>
<td>Children of local mothers (0 - 9yrs)</td>
</tr>
</tbody>
</table>

Duplicate Health Card

70AED

Payment Methods

UAE Nationals
• Valid original passport + copy
• Valid original Emirates ID + copy
• Photograph
• Electricity bill or proof of residence + copy

Wife of UAE Nationals
• Valid original passport of wife and husband + copy 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
• 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
• Birth certificate for the child + valid original passport

Residents
• Valid original passport (and UAE visa) + copy
• Valid original Emirates ID + copy
• Recent photograph
• Electricity bill or proof of residence + copy

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

UAE Nationals with passports only
• Valid UAE passport + copy, valid original Emirates ID
• Valid Marsoom + copy
• Electricity bill or proof of residence + copy
• Recent photograph
Birth Certificate Services

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Walk in
- Sun - Thu
- 7:30am - 2:15pm

Delivery Time
- 10 minutes

Birth Certificate
(New/Modify/Lost Services)

Birth certificate in English are issued according to the jurisdiction in the hospital in which the delivery took place. An arabic version is provided, as a reference.

The birth certificate includes the following data:
- Child’s name, father’s name, mother’s name
- Nationalities of both parents
- Religion
- Child’s date of birth of the Hijri and Gregorian years
- Place of birth
- Issuance and signature of the employee and the approval of the Director and seals

Customers can apply for:
- Issuing a birth certificate for a newborn in Latifa Hospital
- Issuing a copy, modification or replacement for the lost birth certificate issued from Latifa Hospital
- The concerned person or first-degree relatives or other representatives with official authorization letter can request the service
- For lost birth certificate services, the submission of police letter is a must
- Old birth certificate for Rashid Hospital from 30/12/1974 to 31/12/1979 can take delivery notification from Latifa hospital, (they have to collect birth certificate from Al Baraha hospital)
- Old birth certificate for Rashid Hospital for the year 1980 to be delivered from Dubai Hospital
- Old Birth Certificate for Rashid Hospital from 01/01/1981 to 03/05/1986 to be delivered from Latifa Hospital

Documents Required

UAE Nationals
- Valid original passport + copy
- Valid original Emirates ID + copy
- UAE Citizenship + copy
- Original marriage certificate + copy

Residents
- Valid original passport + copy
- Valid original Emirates ID + copy
- Original marriage certificate + copy (attestations from the UAE consulate and from the Ministry of Foreign Affairs are required for marriage certificates issued from outside UAE)

Issuance of Lost Birth Certificate for the concerned person outside the country
Provide all the above documents and submit:
- An authorization letter from birth certificate owner mentioning the authorized person's full name and completed attestations as below:
  1. UAE consulate attestations from the outside country
  2. Ministry of Foreign Affairs attestations in UAE
- Valid passport copies for the parents and the birth certificate holder

Additional Documents

For police cases, communications and requests are made from legal affairs with an official letter
Happy Babies

The Happiness babies Package is an optional value added service, designed to serve the newborns’ parents at Latifa Hospital by facilitating provisioning of legal identity documents in one place.

The package includes the following services:
- Issuance of birth certificate
- Issuance of health card
- Adding newborn in Family book
- Adding newborn in Population Register Program
- Issuance of passport for newborn

Our partners: Federal Authority for Identity and Citizenship

Service Limitations
- The services is limited for the admitted mothers
- This services is applicable for UAE national newborns

Service Charges
- 171.25AED for a package
- 70AED Birth certificate
- 25AED Health card
- 55.25AED Passport
- 21AED Delivery charges

Documents Required
- Both Parents Valid original passports + copy
- Both Parents Valid original Emirates ID + copy
- UAE Citizenship or Family Book+ copy
- Original marriage certificate For the first child + copy

Delivery Time
4 Hours

Payment Methods

Happy Babies Services

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

Service Limitations
- The medical report can only be issued if the last doctor’s visit does not exceed 6 months
- Medical reports can be received by patients or first degree relatives for children’s reports
- Authorization letter to be provided for collecting report’s from other party
- For any other cases, the customer is directed to the legal affairs department

Service Charges
- 270AED new report
- 120AED copy of a report

Documents Required
- Original valid Emirates ID
- Original Health Card
- Receipt of payment to receive the report

Delivery Time
10 working days

Payment Methods
MEDICAL SERVICES
Anaesthesiology

Anaesthesiology services provide anesthesia care starting from the period before operation by examining the patient to determine the optimal method of anesthesia. It extends to the intraoperative period and postoperative pain management and stabilization. Anesthesia services include but is not limited to General Anesthesia, regional like epidural/caudal or spinal and procedural sedation in addition to labor analgesia. Emergency services available for obstetric gynecology & pediatric 24/7.

For Whom?
UAE Nationals
Residents
Expats
Visitors

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

24/7
Emergency cases

Pre-Anesthesia Clinic
Mon - Wed - Thu
8:00am - 1:00pm

Delivery Time
Depends on each case

Pre-Anesthesia Clinic
20 minutes

Adult Critical Care Medicine
(for pregnant women only)

Adult critical care medicine services include but are not limited to:

• Monitoring and stabilisation of obstetrics and gynaecology ICU patients including ventilator management and invasive/non-invasive critical care procedures
• Conducting necessary diagnostics tests such ultrasound and X-ray
• Invasive and non-invasive hemodynamic monitoring

For Whom?
UAE Nationals
Residents
Expats
Visitors

Walk in

24/7

Delivery Time
Depends on each case

Test Results

• Test results can be viewed through the DHA App
• Visit the centre in case of critical results
Paediatrics Critical Care Medicine

Paediatrics critical care medicine services provide 24/7 comprehensive care for severely sick infants and children or those who need a high level of continued monitoring, intubation, or ventilation, single or multiple-organ support in a specialized inpatient unit.

Service Limitations
Children must be at least one month old

For Whom?
UAE Nationals
Residents
Expats
Visitors

Delivery Time
Depends on each case

Gynecology and Obstetric

This service accepts directly all obstetric, gynaecologic emergencies.

It also takes care of referral cases to the emergency department 24/7 from calls of other facilities.

Test Results
- Test results can be viewed through the DHA App

For Whom?
UAE Nationals
 Residents
Expats
Visitors

Delivery Time
Depends on each case

Walk in

24/7

Walk in

24/7
Paediatric Emergency

Paediatric emergency medicine services provide care, diagnosis and treatment for undifferentiated, unscheduled children with acute illnesses or injuries that require immediate medical attention.

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Test Results
- Test results can be viewed through the DHA App

Note
- Paediatric trauma cases are referred to Rashid Hospital

Walk in
24/7

Delivery Time
Depends on each case

Paediatric Endocrinology

Paediatrics endocrinology services provide diagnosis and treatment of children with diseases of the endocrine system, such as diabetes and growth disorders.

These services include but are not limited to the diagnosis and management of children with:
- short or tall stature
- hypo or hyperthyroidism
- early or late puberty
- neuroendocrine disease (replacement therapy)
- genetics endocrine disorders (e.g. Down syndrome, Turner syndrome)

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Preparation Steps
For blood glucose and lipids profile, patient must be fasting

Test Results
- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

Delivery Time
40 minutes

Additional Documents
- If available, previous laboratory tests should be presented in addition to the normal documents (refer to the patient journeys)
General Surgery Services

Paediatric Surgery

Paediatric surgery services provide treatment for conditions that must be surgically corrected in an infant, child, or adolescent such as congenital condition, gastrointestinal and urogenital diseases, trauma to the genitalia, burns or tumor cases which require surgical intervention.

**Preparation Steps**
- Fasting starting 4:00am
- Complete all required blood tests before the surgery
- Taking a shower/bath using an antibacterial soap the night before or the morning of the surgery

**For Whom?**
- UAE Nationals
- Residents
- Expats
- Visitors

**Delivery Time**
- PED SURGERY (GENERAL)
  - Mon, Tue, Wed
  - 8:00am - 12:40pm
- PED SURGERY (UROLOGY)
  - Tue, Wed, Thu
  - 8:00am - 12:30pm
- PED SURGERY (SPECIALIZED)
  - Mon - Thu
  - 8:00am - 12:30pm

**Test Results**
- Test results can be viewed through the DHA App

Haematology - Oncology (Cancer Care) Services

Paediatric Haematology

Paediatric haematology services provide the diagnosis, treatment and prevention of diseases related to blood in children including treating diseases that affect the production of blood and its components, such as blood cells, haemoglobin, blood proteins, bone marrow.

**For Whom?**
- UAE Nationals
- Residents
- Expats
- Visitors

**Delivery Time**
- PED SURGERY (GENERAL)
  - Sun - Tue
  - 8:00am - 11:40am

**Test Results**
- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

**Service Charges**
- Free of charge for Thalassemia treatments
Medical Laboratory

Laboratory services provide comprehensive diagnostic laboratory services such as collecting and analysing samples according to the clinician’s request for the purpose of diagnosis, treatment, prevention or follow up of diseases and other conditions.

Laboratory services include but are not limited to:
- Anatomical pathology (histopathology and cytopathology)
- Clinical biochemistry
- Microbiology and infectious diseases tests
- Haematopathology
- Immunology
- Genetic diagnostic services

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
- Tests may be sent overseas if they are not available locally

Additional Documents

In addition to the required documents (see patient’s journeys), please present:
- An electronic laboratory test request (clinician requests a letter if patient comes from the private sector)
- Previous laboratory reports (if applicable)

Mental Health and Psychology Services

Psychology services provide the study of the mind and mental processes in relation to behaviour. They offer the diagnosis and treatment for related illnesses.

For Whom?

UAE Nationals
Residents
Expats

Child and Family Mental Health Services

For Whom?

UAE Nationals
Residents
Expats

For Whom?

UAE Nationals
Residents
Expats

For Whom?

UAE Nationals
Residents
Expats

For Whom?

UAE Nationals
Residents
Expats

Delivery Time

45 - 60 minutes
Paediatric Neurology

Paediatric neurology services provide prevention, diagnosis and management of children with nervous system diseases with ages ranging from the fetal stage to adolescence.

Electroencephalogram (EEG) services can be offered when required.

Test Results
- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
- Sun, Mon, Wed and Thu
  - 8:00am - 1:00pm
- Follow up
  - 20 minutes

Nutrition and Clinical Dietetics Services

Clinical Nutrition department provides nutrition care, advice and education to in and out patients. Clinical dietitians work with the medical team, instructing hospitalized patients on diet and monitoring the effectiveness of the nutrition care plan. Patients discharged from the hospital may receive follow-up nutrition counseling on an outpatient basis.

The clinical Dietitian work with an array of services within the hospital and in the community to ensure the patients are provided with the best nutritional care available. These programs include obesity, diabetes, pregnancy and lactation, and children ...ect.

Nutrition and Dietetic services includes but not limited to:
- Managing Nutritional assessment and evaluation
- Managing nutrition therapy care plans for outpatients (including issuing nutrition supplements)
- Managing nutrition therapy care plans for inpatients (Oral meals, oral Nutrition supplements and Parenteral /Enteral Nutrition).
- Nutrition education and awareness

Test Results
- Test results can be viewed through the DHA App

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Delivery Time
- Child nutrition for pre-term infants
  - Sun, Mon, Tue and Thu
  - 8:30am - 1:00pm
- For paediatric diabetics
  - Wed
  - 8:30am - 1:00pm
- For gynaecological diseases
  - Sun - Thu
  - 8:30am - 1:00pm
- For Metabolic Disease
  - Thu
  - 8:35am - 1:50pm
- Follow up
  - 40 minutes
- For Metabolic Disease
  - 45 minutes
Antenatal Care Package

This package is shared with PRIMARY HEALTH CARE Facilities. It cares for pregnant women by providing medical information and comprehensive tests to insure mother and baby’s wellbeing throughout the pregnancy. This package is designed for the pregnancy woman by providing the appropriate assessments and comprehensive tests to insure mother and baby wellbeing throughout the pregnancy. The mother will receive an education about physiological, biological, and physiological changes during pregnancy, in addition to a healthy nutrition and lifestyle.

The package includes the following:
- Consultation Specialist (1 visit)
- Consultation GP (10 visits)
- Complete blood count test (2)
- Blood typing ABO (1)
- HVI-1/HIV-2 (1)
- Hepatitis B test (1)
- Rubella test (1)
- Syphilis test (1)
- Urine test (1)
- Glycosylated hemoglobin test for diabetes
- Viral test (1)
- Ultrasound scan (2)
- Physical exercise (2)
- Fetal contraction stress test (1)

The pregnant is referred to Latifa Hospital according to GP assessment.

Service Limitations
This package is exclusive:
- For non UAE nationals
- Wives of UAE nationals if not holding DHA health card
- The package does not include pregnancy with complications

Service Charges
5000AED
Payment Methods

Urogynecology/ Female Pelvic and Reconstructive Surgery

Female pelvic and reconstructive surgery services provide diagnosis and management of female pelvic floor disorders affecting the bladder, reproductive organs and bowels.

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Time
- Wed
- 7:30am - 2:30pm

Delivery Time
60 minutes
Feto-Maternal Medicine

This service offers prenatal diagnosis and counselling as well as termination of pregnancy if indicated.

Diagnostic procedures like Chorion Villus sampling and amniocentesis are available. High risk pregnancies can be monitored by Doppler studies, available in the unit, which is manned by highly skilled doctors.

For early pregnancy cases, support is given to patients with recurrent pregnancy loss. Patients with missed abortion cases are followed for proper channelling and management.

Also this service includes pregnancy assessment for high risk patients referred from clinic or Primary Healthcare Centres (PHC).

For Whom?

UAE Nationals
Residents
Expats
Visitors

Sun, Mon and Wed
8:00am - 1:00pm

Delivery Time
30 minutes

General Obstetrics and Gynaecology

These services include:
- Routine ANC for all cases after booking and referral from PHC
- Special services for the high risk pregnancy
- Delivery services (normal delivery and caesarean section with the needed care and services, e.g Anaesthesia)
- Ultrasound

Basic and routine gynaecology services:
- Reproductive health, infertility, menstruation and menopausal problems and contraception
- General and benign gynaecologic disorders care and management (medical and surgical) and uterine fibroids anomalies
- Postnatal clinics

Specialized obstetric services:
- Specialized combined ante-natal clinics (diabetic ante-natal clinic, rheumatology ante-natal, cardiac ante-natal)
- Fetal echo clinic
- Feto-maternal unit
- Early pregnancy assessment unit

Specialized gynaecologic services:
- Endometriosis clinic
- Laparoscopy services and minimal access surgery
- Urogynaecologic services
- Colposcopy/cervical cytology services
- Ultrasound

For Whom?

UAE Nationals
Residents
Expats
Visitors

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

Delivery Time
30 minutes
Gyn Oncology and Benign Tumor

This service is provided in case of gynaecological malignancies at Latifa Hospital. It covers cases which need further specialized management according to the diagnosis.

**For Whom?**
- UAE Nationals
- Residents
- Expats
- Visitors

**Delivery Time**
20 minutes

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High Risk Pregnancy and Seriously Adherent Placenta

Latifa Women & Children Hospital as a tertiary and referral hospital accepts all transfer and referral of high risk pregnancies with seriously adherent adherent placenta and critical obstetrics and gynaecology illness cases for further management from all health sectors, governmental as well the private sector.

**For Whom?**
- UAE Nationals
- Residents
- Expats
- Visitors

**Walk in**
24/7

**Delivery Time**
30 minutes
Internal Medicine for Obstetric

This team is looking after all cases with medical morbidities during pregnancy.

It carries out all the required pre-surgical assessment and medical fitness, like diabetics, hypertension, and endocrine diseases.

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Sun and Mon
8:00am - 1:00pm

Delivery Time
Depends on each case

Minimal Access Surgery (Female)

These services provide endoscopy on par with international standards. This ensures a shorter hospital stay with the advantage of reduced costs and early recovery.

The Centre of Excellence in Minimally Invasive Gynaecology (COEMIG) is accredited to perform minimal access surgery (laparoscopy, hysteroscopy).

By complying with the COEMIG requirements, surgeons and facilities demonstrate a commitment and ability to consistently deliver the highest level of minimally invasive gynaecologic surgical care possible. It signifies that the facilities and surgeons are among the best in the specialty.

Other services include colposcopy and hysteroscopy which allows screening, early pre-cancer diagnosis and management.

It has a facility of all intra uterine and endometrial manipulations and biopsies along with cervical office procedures.

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Appointment
An appointment will be given according to each case

Delivery Time
Depends on each case
Clinical Genetics and Metabolic Diseases

Clinical genetics and metabolic diseases services provide clinical evaluation, risk assessment, genetic counselling and genetic testing to a variety of pediatrics and adults conditions.

**For Whom?**
- UAE Nationals
- Residents
- Expats
- Visitors

**Delivery Time**
- Mon and Thu
- 8:00am - 1:00pm

**AdditionalDocuments**
In addition to the required documents (see patient’s journeys), please present:
- Birth records and family tree

General Paediatrics

General Paediatric services provide diagnosis, treatment, prognosis, and follow-up concerning the growth, development and overall health of infants, children, and adolescents for acute or chronic conditions.

**For Whom?**
- UAE Nationals
- Residents
- Expats
- Visitors

**Walk in**
- Sun and Tue
- 7:30am - 2:30pm

**Delivery Time**
- 30 minutes

**Test Results**
- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

**AdditionalDocuments**
In addition to the required documents (see patient’s journeys), please present:
- the child’s vaccination book
Neonatology

Neonatology services provide comprehensive medical care for new-born infants, including premature new-born, extreme low birth weight, critically ill babies or referred cases.

In addition, immediate specialty consultation is given to particular neonatal cases (e.g. ophthalmology, cardiology, nephrology, neurology). The unit also provides newborn screening for hearing and critical congenital heart disease; in addition to the National Newborn Screening Program for Inborn Error of Metabolism to ensure that all affected infants receive early and appropriate confirmatory testing, counseling, and treatment.

The unit provides infant follow-up clinic for follow up of the discharged babies from NICU and monitor their growth and development.

Test Results

- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

Additional Documents

In addition to the required documents (see patient’s journeys), please present:
- the child’s vaccination book

For Whom?

UAE Nationals
Residents
Expats
Visitors

Walk in

Sun and Tue
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:

- Pelvic floor rehabilitation
- Musculoskeletal therapy and ultrasonography
- Respiratory physiotherapy
- Electrotherapy
- Kinesio taping, KT taping
- Regenerative medicine PRP and dextrose prolotherapy

Test Results

- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

For Whom?

UAE Nationals
Residents
Expats

Mon
7:30am - 2:30pm

Delivery Time
up to 60 minutes

Service Charges

Free for UAE Nationals

263 AED per session
for expatriates usually covered by insurance companies

Payment Methods
Physical Medicine and Rehabilitation Services

**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.

**Preparation Steps**

Patient must be fed one hour before starting the treatment session.

**Test Results**

- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

**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**

- Free for UAE Nationals
- **263AED** per session for expatriates usually covered by insurance companies

**Orthotics Workshop**

Prosthetics, orthotics and anaplastology services provide removable, non-removable prosthetic devices, and rehabilitation for body parts that are absent, disfigured, or have developmental and acquired defects.

**Test Results**

- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

**Service Charges**

- Free for UAE Nationals
- **263AED** per session for expatriates usually covered by insurance companies

**For Whom?**

- UAE Nationals
- Residents
- Expats
- Visitors

**For Whom?**

- UAE Nationals
- Residents
- Expats

**Delivery Time**

- 45 minutes
- 60 minutes

**Sun - Thu**

- 7:30am - 2:30pm
Paediatric Rehabilitation

Paediatric rehabilitation services provide prevention, diagnosis, treatment, and management of congenital and childhood-onset physical impairment which aim to enhance and restore functional ability and quality of life.

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Preparation Steps
Patient must be fed one hour before starting the treatment session.

Test Results
- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

Service Limitations
- Session will be discontinued if the patient is severely sick like having high fever.

Service Charges
Free for UAE Nationals
263AED per session
for expatriates usually covered by insurance companies

Speech Therapy

Speech therapy services provide treatment, support and care for children who have difficulties with communication including speech or language disorders, eating, using various method that include physical exercises to strengthen the muscles used in speech (oral motor work).

For Whom?
- UAE Nationals
- Residents
- Expats
- Visitors

Test Results
- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

Service Limitations
- Medically unstable children
- Severe mental disability
- If the child is sleepy

Service Charges
Free for UAE Nationals
263AED per session
for expatriates usually covered by insurance companies
Paediatric Pulmonology

Paediatric pulmonology services provide diagnosis, treatment and management of children (from birth) with respiratory conditions and lung diseases. Those services include but not limited to:

- Bronchoscopy services

**Preparation Steps**

Medically compromised patients may have to provide a referral letter from their respective physician for clearance.

**Test Results**

- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

For Whom?

- UAE Nationals
- Residents
- Expats
- Visitors

- Lung Diseases
  - Mon: 8:00am - 1:00pm
  - Tue and Wed: 8:00am - 1:20pm
- Respiratory System Diseases
  - Sun, Tue and Thu: 8:00am - 1:15pm

**Delivery Time**

- Depends on each case

Radiology Services

General Radiology

Radiology services include but are not limited to:

- General X-rays, mobile X-rays, Fluoroscopy
- General Ultrasound
- GYN Ultrasound
- Paediatric Ultrasound
- Portable Ultrasound

**Preparation Steps**

 Depends on the procedure/operation type

**Test Results**

- Test results can be viewed through the DHA App
- Visit the centre in case of critical results

For Whom?

- UAE Nationals
- Residents
- Expats
- Visitors

- Sun - Thu: 7:30am - 2:30pm
- 24/7 for urgent cases

**Delivery Time**

- X ray: 5 - 10 minutes
- Ultrasound: 10 - 15 minutes

**Service Limitations**

Some images may be affected if the patient had any of the following:

- Prosthesis
- Pacemaker
- Dental braces
- Morbid obesity
PHARMACY SERVICES
Pharmacy

Pharmacy section offers comprehensive pharmaceutical care & medication management services to assure ultimate therapeutic outcomes & highest customer satisfaction rate.

For Whom?
- UAE Nationals
- Residents
- Visitors

Walk in
24/7

Delivery Time
5-10 minutes
FACILITY FAQ
How to transfer the medical file from hospital to hospital?
Please refer to file transfer service.

How to transfer the medical file from hospital to hospital?
Proceed to registration counter and fill the “transfer form”.

What are antenatal charges?
5000AED for the antenatal care package.

What are delivery charges?
Proceed to cashier counter in happiness centre to know all the details per case.

What are the visiting/consultation charges?
263AED.

Is out-patient clinics available in the afternoon? Weekends/holidays?
Official working hours is from Sunday to Thursday - from 7:30 to 13:30.

Can I deliver in the hospital without prior visits and consultation?
Yes, by proceeding to emergency department.

How could I know the insurance coverage?
Refer to insurance counters in the happiness centre.

What are the requirements to issue a lost Birth certificate in case of absence
of both parents?
Authorized letter is required from the parents (Father or Mother) mentioning the authorized
person’s name with all Attestations.

Can we issue a birth certificate if the expat’s residency is expired or cancelled
for both parents?
Yes, we can based on the following requirements:
• Original valid passports of both parent or Emirates ID
• Original marriage certificate with legal translation and attestations

Who is the authorized person to request and collect the birth certificate?
First degree relatives (Parents) are the one whom is authorized to collect the birth
certificates or an authorized person with official Power Of Attorney letter with attestations.

How can the client collect or receive the medical report after working hours?
A client can request and receive medical reports during working hours only,
In addition a new services is under process for an electronic requests for medical reports.
INTERCONNECTED SERVICES
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<th>Name of Related Service</th>
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<td>Obstetrics and Gynaecology</td>
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<td>Internal Medicine for Obstetric</td>
<td>Obstetrics and Gynaecology</td>
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<td>Nutrition and Clinical Dietetics Services</td>
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<td>Pharmacy Services</td>
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<td>General Physical Medicine and Rehabilitation Services</td>
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<tr>
<td>Gyn Oncology and Benign Tumor</td>
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<td>Gyn Oncology and Benign Tumor (for Pregnant Women Only)</td>
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<td>Pediatric Surgery services</td>
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<td>Gynecology and Obstetric Emergency (for pregnant only)</td>
<td>CriticalCare (for pregnant only)</td>
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<td>Pediatric Neurology Services</td>
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<tr>
<td>Medical Report: Issue new/Duplicate</td>
<td>All Services in LH</td>
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<tr>
<td>Medical Report</td>
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<td>Happy Babies Package</td>
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<tr>
<td>Birth Certificate (New/Modify/Lost</td>
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