

ZA'ABEEL HEALTH CENTRE

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS



LOCATION



EMAIL



TELEPHONE



FAX

TIMING



TIMINGS

FOR WHOM?



MEN



WOMEN



CHILDREN



SENIOR CITIZENS



PEOPLE OF **DETERMINATION** **INFORMATION RECEIVED BY**



WEBSITE



SERVICE CENTRE



CALL CENTRE



DHA APP. DHB APP.



TYPING CENTRE **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



















ZA'ABEEL HEALTH CENTRE



Contacts



Za'abeel 2 - Street 712 Dubai, UAE Makani: 27098 88480



800342



To call from outside UAE +971 4 219 8888



Mon-Thu 7:30 am - 22:00 PM

Fri 7:30 am - 12:00 pm

Sat & Sun

Closed

CUSTOMER JOURNEY OUT-PATIENT

Accessing PHC services



Gathering information

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

Appointment



Appointment booking

The patient can book an appointment, if needed, by using DHA website or by calling 800DHA.

Reaching the centre



Finding suitable parking

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





Registration

Nurse assessment



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



Vital signs check-up

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



Physician assessment



Consultation and medicine prescription

The patient checks into the consultation room to see the physician.







counter in registration

The patient proceeds to pay the needed service fees (if required/ insurance clearance).





Nurse procedures



Treatment room

Procedures or medication administration as ordered/ prescribed by the physician.



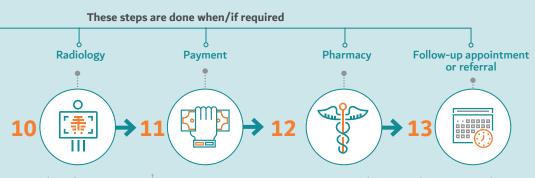




Giving samples

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





Taking diagnosing via images

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



counter in registration

The patient proceeds to pay the needed service fees (if required/ insurance clearance).





Receiving medication

The patient collects the medications by visiting the pharmacy (if required).

Counter in the registration area

A follow-up appointment and referral letter will be prepared for the patient (if required).



CUSTOMER JOURNEY HOME CARE

Accessibility of the PHC services



Gathering information

The customer can access DHA website or call 800DHA to acquire needed information about the services provided, working hours and physicians' names available.



Requesting the service



Requesting for home care service

The patient's relative can visit the registration counter or call 800DHA or website to proceed with the application. All the following documents are required:

- Applicant's valid Emirates ID
- Health card
- Insurance card





Assessment booking



Home care visit booking

The patient's relative will be contacted to confirm the visit scheduled.



Assessment visit



Care provision

A physician or nurse will visit the applicant for assessment.



Follow-up appointment



Application approval

A follow-up appointment will be scheduled (if the application is approved).



Patient Discharge and Follow-up Arrangements



Referral approval

If required, the patient will be referred to a specialty physician or specialty facility.



CUSTOMER JOURNEY ADMIN

Accessibility of PHC service clinic information



Gathering information

The patient access the website or application or call 800DHA to acquire needed information about the services provided.



Reaching the centre



Finding suitable parking

The patient arrives to the center where suitable parking should be available and accessible



Requesting the service



Counter in the Registration area

The counter staff welcomes the patient and provide the needed help



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SUPPORTIVE MEDICAL SERVICES

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Pharmacy Services

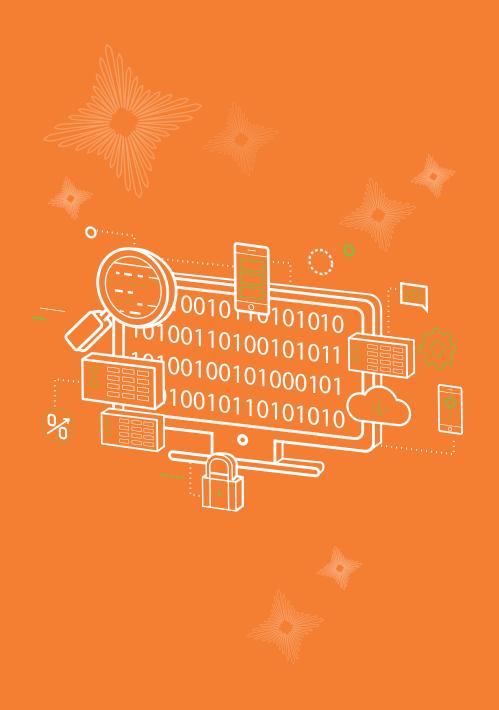
Pharmacy

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FACILITY FAQ

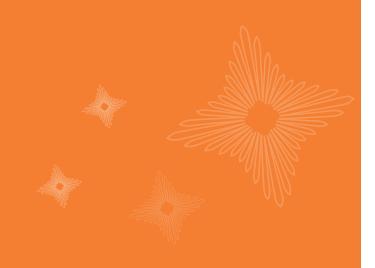
Facility FAQ

INTERCONNECTED SERVICES





ADMINISTRATION SERVICES





Create / Renew MRN number

Create a health number for 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 an SMS is sent to the customer

Service Limitations

Exemption of certain cases from the Commission's decision.

> **Service Charges** New Health Card

Walk-in



Mon-Thu 7:30 am - 22:00 PM

Fri 7:30 am - 12:00 pm

Delivery Time 10 minutes

120AED

UAE National adults

320AED

Resident adults/wife of **UAE Nationals**

320AED

GCC adults

320AED

Children of local mothers adults

70AED

UAE National children (10 - 17yrs)

220AED

Resident children (10 - 17yrs)

220AED

GCC children (10 - 17yrs)

220AED

Children of local mothers (10 - 17yrs)

120AED

25AED

children

(0 - 9yrs)

(0 - 9yrs)

UAE National

120AED

Resident children

GCC children (0 - 9yrs)

120AED

Children of local mothers (0 - 9yrs)

Duplicate Health Card

70AED















Health Card

UAE Nationals



- Valid original Emirates ID
- Recent photograph of the applicant
- · Insurance card, If Available

Wives of UAE Nationals



- Valid original passport
- · Valid original Emirates ID
- Recent photograph of the applicant
- · Insurance card, If Available

Children of local mother



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

Residents



- Valid original passport (with valid UAE residence visa) Valid original Emirates ID
- Recent photograph of the applicant
- Electricity bill or proof of residence in Dubai
- Insurance card, If Available

Residents of Gulf countries in Dubai



- Valid original passport
- · Valid original Emirates ID
- · Proof of housing (electricity bill, tenancy contract, or document proving housing) - Work - Study - Investment in **Emirates of Dubai**
- Recent photograph of the applicant
- Insurance card, If Available

UAE Nationals with passports only



- Valid UAE passport · Valid original Emirates ID
- Valid Marsoom + copy
- Recent photograph of the applicant
- Insurance card, If Available



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 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

To Issue New /Duplicate medical report can be requested through DHA App

Service Charges 270AED

new report

120AED copy of a report

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

Payment Methods

Walk-in



Mon-Thu 7:30 am - 22:00 PM

Fri

7:30 am - 12:00 pm

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

10 working days







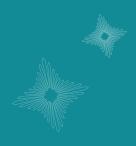


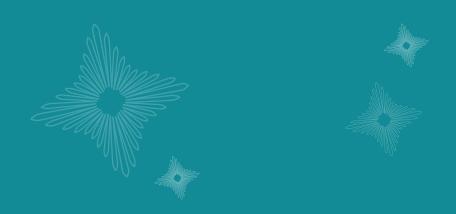




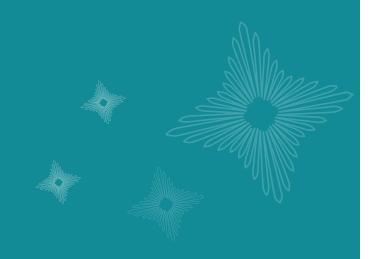








MEDICAL SERVICES





Family Medicine

A comprehensive preventive, curative and rehabilitative care is provided to customers and families which includes physician consultation and nursing care, travelers services which provide pre-travel assessment and counselling on recommended vaccinations, as well as treatment and follow-up of chronic diseases for better control, prevent and delay complications.

Test Results

- Test results can be viewed through DHA App. or by visiting the centre
- Will be communicated in case of critical result

Walk-in and Appointment



Mon – Thurs 7:30 am-10:00 pm Fri 7:30 am-12:00 pm

Delivery Time15 minutes

Consultation Fees

112.50AED

Services are charged as per the DHA approved price list















Child Health Vaccination

These services provide vaccination and physician assessment for children aged 0 to 5 years old.

Test Results

- Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Appointment



Mon-Thu 7:30 am 10:00 pm Fri 7:30 - 12:00 pm

Delivery Time

20 minutes

Documents Required

- · Emirates ID
- · Health card number
- · Insurance card

Additional Documents

In addition to the required documents (see Customer Journeys), please provide:

- Vaccination record
- Health card

Service Charges

FREE

Providing a valid health card





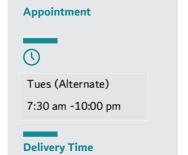






Gynaecology

Comprehensive healthcare and follow-up are provided for women with gynaecological disorder or disease.



Additional Documents

In addition to the required documents (see Customer Journeys), please bring a referral letter from the family physician

Consultation Fees

187.50AED

Services are charged as per the DHA approved price list

Payment Methods





30 minutes













Mon - Thu 7:30 am - 15:00 pm Fri 7:30 - 11:00 am

Delivery Time 60 minutes

Home Healthcare

The preventive, curative and rehabilitative services are provided to eligible patients at home in order to follow-up their health condition and to receive the necessary care.

Test Results

- Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Additional Documents

In addition to the required documents (see Customer Journeys), a home request form must be completed

Notes

Widows in mourning are entitled to receive these services

Consultation Charges

371.25AED physician

112.50AED

nurse

















Dietitian Clinic

This clinic provides a dietary assessment and advice for patients with specific medical conditions or requiring special dietary regime.

Appointment



Tues (Alternate)

7:30 am -10:00 pm

Delivery Time

New appointment 40 minutes

Follow - up 20 minutes

Additional Documents

In addition to the required documents (see Customer Journeys), please bring a referral letter from the family physician

Consultation Fees

112.50AED

Services are charged as per the DHA approved price list

















Ophthalmology

These services provide curative and preventive care to patients with eye disorders, and examination of the eyes and visual sight.

Test Results

- · Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Additional Documents

In addition to the required documents (see Customer Journeys), please bring a referral letter from the family physician

Consultation Fees

187.50AED

Services are charged as per the DHA approved price list

















Otolaryngology (ENT) Clinic

This clinic provides patients with comprehensive care for ear, nose and throat (ENT) conditions.

Test Results

- Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Appointment

Thur (Alternate)

7:30 am -2:00 pm

Delivery Time 20 minutes

Additional Documents

In addition to the required documents (see Customer Journeys), please bring a referral letter from the family physician

> Consultation Fees 187.50AED















Antenatal Care Package

This package offers the prevention and treatment of potential health problems during pregnancy to promote a healthy lifestyle for the future mother and her fetus.

Test Results

- · Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Appointment



Tues (Alternate)

7:30 am -10:00 pm

Delivery Time

New appointment 30 minutes

Follow - up 20 minutes

Additional Documents

In addition to the required documents (see Customer Journeys), please bring

- · A referral letter from the family physician
- Valid original passport for mother and father + copy
- Valid original Emirates ID + copy
- Proof of residence (electricity bill and tenancy contract or proof of housing ownership) + copy

Alternat Mon 7:30am - 1:30pm

Package Charges

5000AED















Premarital Counselling Package

This package offers a screening to couples to receive a "pre-marriage medical fitness certificate" in order to proceed with their marriage in the UAE.

Test Results

- Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Walk-in and Appointment



Mon - Thu 7:30 am - 15:00 pm 7:30 - 11:00 am

Delivery Time

15 minutes

Consultation Charges

112.50AED

for physician's visit

270AED for lab

112.50AFD

for certificate + consultation/referral letter if needed

> Services are charged as per the DHA approved price list















Periodic Health Check-up

These services provide comprehensive health check-ups for customers from 18 years old and above, also included during family consultation visit.

Test Results

- Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Walk-in and Appointment



Mon - Thu 7:30 am - 15:00 pm Fri 7:30 - 11:00 am

Delivery Time

15 minutes

Notes

For the required documents, please refer to the Out-Patient Customer Journey.

Consultation Fees

112.50AED

for consultation Services are charged as per the DHA approved price list















PCR-Covid test

The Covid 19 test - is the standard test for detecting the virus that causes Covid 19. The test is generally performed by taking a swab taken from the nasopharynx for adults or taking a saliva sample instead of a nasal swab for children between 3-16 years old.

Test Results

- · Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Appointment



Mon - Thu 7:30 am - 15:00 pm 7:30 - 11:00 am

Delivery Time

5 minutes

- Documents Required Fmirates ID for Local -Residents
- · Passport for tourists.

Serivce Charge

150AED

The following categories are excluded: Close contacts with active symptoms such as COVID 19 (free examination) The test is free every four months **UAE Citizens** Children of female citizens People of determination Pregnant women People with chronic diseases Households of UAE Nationals



















Covid Assesment

TAssessing and managing positive COVID 19 patients by following national guideline

Test Results

- · Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Appointment



Mon - Thu 7:30 am - 15:00 pm Fri 7:30 - 11:00 am

- Documents Required Emirates ID for Local -Residents
- · Passport for tourists.

Serivce Charge

Free



















COVID-19 Vaccination

Vaccines are one of the ways to control the Covid-19 pandemic, and they are a safe and effective way to provide protection to society, as vaccines stimulate and train the body's immune system to form antibodies to fight the virus that causes Covid-19.

Test Results

- · Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Appointment



Mon - Thu 7:30 am - 15:00 pm Fri 7:30 - 11:00 am

Consultation Fees

FREE











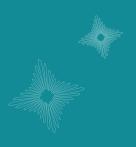


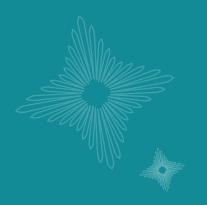














SUPPORTIVE MEDICAL SERVICES







Mon - Thu 7:30 am - 15:00 pm Fri 7:30 - 11:00 am

Delivery Time

Depends on each case

Laboratory

Investigations are performed for the purpose of diagnosis, prevention, treatment of disease based on request from health professionals.

Preparation Steps

Depends on the requested tests

Test Results

- · Test results can be viewed through DHA App. or by visiting the centre
- · Will be communicated in case of critical result

Service Charges

Will depend on the tests required

Payment Methods



















Nursing Care and Treatment Room

These services offer a patient assessment including monitoring the vital signs, pain assessment, taking a brief medical history, etc.

Also, these services provide nursing care when needed to carry out some procedures such as injections and wound dressing.

In addition, health teaching is offered to the customers and their families.

Notes

For the required documents, please refer to the Out-Patient Customer Journey.

Service Charges

22.50AED

Additional services are all paid separately as per the DHA approved price list







Pharmacy

Pharmacy services offer comprehensive pharmaceutical care by providing required medications and information on the use of appropriate drugs.

Walk-in



Mon - Thu 7:30 am - 15:00 pm Fri 7:30 - 11:00 am

Delivery Time

Depends on each case

Service Charges

Will depend on the medicine required







Radiology

These services use a variety of medical imaging techniques such as X-ray to diagnose diseases within the body.

Test Results

- Test results can be viewed through DHA App. or by visiting the centre
- Will be communicated in case of critical result

Walk-in



Mon - Thu 7:30 am - 15:00 pm Fri 7:30 - 11:00 am

Delivery Time

Depends on each case



Will depend on the test required





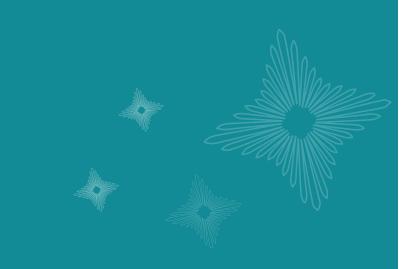






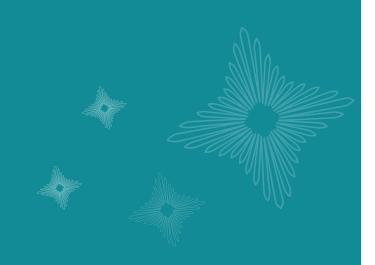








-FACILITY FAQ









What is Primary Healthcare?

Primary Healthcare is a patient's first point of contact with the healthcare system to receive services that promote health, care for common illnesses and manage ongoing health problems.

Primary Healthcare includes all of the basic services that are required to meet your everyday healthcare needs. This might be a check-up with your family physician, a visit to a physiotherapist, or a trip to the pharmacist.

Primary Healthcare centres also provide a range of specialised medical services for all patients such as child health, ophthalmology, diabetes, home care.

Do I need to schedule an appointment with a family physician and/or general dentistry?

We have a hybrid system, which means you can chose to schedule an appointment.

How can I book an appointment with the family physician or general dentist?

You can book an appointment using the following channels:

- · DHA call centre: 800 342
- · Visiting the Primary Healthcare centre
- · Using DHA App.

What if I need to see a specialist?

If needed your family physician or dental GP (General Practitioner) will refer you to a specialist clinic to schedule an appointment. A referral is needed in order to book an appointment with a specialist.

Can anyone receive services form a Primary Healthcare Centre?

Anyone with a valid health card and Emirates ID.

What documents do I need to have to issue a Create / Renew MRN number?

- The required documents it depends on patients categories
- For more details, please refer to the service catalogue (Create / Renew MRN number)

How can I pay the service fees?

You can pay using one of the following three methods of payment:

- Cash
- · Debit/credit card
- Smart payment

What are the service fees at Primary Healthcare Centres?

- Consultation fees for family physician consultation is 112.5AED
- · For other fees please refer to DHA service catalogue or contact the call centre
- · Registration fees will vary depending on the insurance cover

How can I submit a complaint or an appreciation?

You can submit through multiple channels including:

- DHA call centre: 800 342
- E-mail: wasselsotak@dha.gov.ae

What medical packages do Primary Healthcare Centres provide?

Medical Packages Services:

- Antenatal Care Package
- Premarital Counselling Package
- · Quit Smoking Package

For details, please refer to the service catalogue

How can I receive pre-marriage medical fitness certificate?

Through the premarital screening and counselling service provided in all Primary Healthcare Centres and Dubai Now App.

How much are child vaccination fees?

Child vaccinations are offered free of charge when providing a valid health card.

How can I receive my test results?

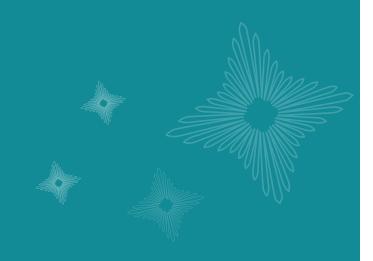
- Tests results can be viewed through the DHA App.
- · Visit the centre

What is home healthcare?

The preventive, curative and rehabilitative services are provided to eligible patients at home in order to follow-up their health condition and to receive the necessary care.



INTERCONNECTED SERVICES



Services name	Name of related service
Antenatal care clinic	Family medicineGynaecology
Antenatal care package	Family medicine
Audiology clinic	Family medicineOtolaryngology (ENT)
Child health physician's assessment	Paediatrics services
Child health vaccination	Paediatrics services
Comprehensive orthodontic treatment	General practitionerDental cleaning orthodonticsDental lab
Conservative periodontal treatment	 General practitioner Periodontist Oral and dental hygienist
Dental child health	Oral and dental hygienist
Dental implant removal	Gum treatment unitOral surgery unit
Dental implant services	 General practitioner Oral surgery Periodontal surgery
Dental restorations	 General practitioner Child dentistry Nerve treatment

Services name	Name of related service
Dental trauma management	 General practitioner Paediatrics Neurology Oral surgery
• Dermatology	Family medicine
Diabetes services	Family medicine
Diabetes services	Family medicine
Fixed prosthodontic appliances	 General practitioner Dental unit Dental lab
General paediatrics	Paediatrics services
Genitourinary medicine	Family medicine
Gynaecology	Family medicineGenitourinary medicineAnte natal care clinic
Headache	Family medicine
Health education	Family medicine
Home healthcare	Family medicineGeriatric (elderly) clinic
Immunocompromised services	Family medicine

Services name	Name of related service
Implant prosthesis	 General dental practitioner Orthodontics unit Oral surgery unit Gum treatment unit Dental lab
Interceptive orthodontic treatment	 General practitioner Paediatric dentistry Orthodontics
• Laboratory	All the services
Laser treatment	 General practitioner Gum treatment unit
• Lifestyle	Family medicineRehabilitation service
Memory clinic	Family medicine
Mental health service	Family medicine Headache clinic
Nursing care and treatment room	All the services
Occupational clinic	Family medicine
Ophthalmology	Family medicine
Optometry clinic	OphthalmologyFamily medicine
Oral inflammatory/infection management	 General practitioner Periodontology Paediatric dentistry unit Oral surgery Nerve treatment specialist of oral Dental health

Services name	Name of related service
Oral lesions management	General practitionerPeriodontologyOral surgeryOral and dental hygienists
Orthognathic treatment	Orthodontic unitOral surgery unitDental lab
Orthopaedic clinic	Family medicine
Osteoporosis	Orthopaedic clinicGeriatric (elderly) clinic
Otolaryngology (ENT)	Ophthalmology Family medicine
Periodic health check-up	Family medicine
• Pharmacy	All the services
Pocket reduction procedures	 General practitioner Oral and dental hygienist
• Podiatry	Family medicine
Pre-prosthetic surgery	Oral surgeryPeriodontal surgery
Preventive dental services	 General practitioner Paediatric dentistry unit Oral health unit
Pulpotomy of decideous tooth	General practitioner Child dentistry

Services name	Name of related service
Quit smoking package	Family medicine
• Radiology	All the services
Removable prosthodontic appliances	 General practitioner Dental unit Dental lab
Root canal therapy	 General practitioner Nerve therapy unit
Surgical periodontal treatment	 General practitioner Periodontist Oral and dental hygienist
Surgical root canal treatment	 General practitioner Dental nerve treatment unit
Teeth scaling and polishing	General practitioner Dental cleaning
Teeth whitening	 General practitioner Dental cleaning and polishing services
Temporomandibular joint managements	General practitionerOral surgeryOrthodonticsProsthodonticsDental lab
Tooth crowns for children	 General practitioner Child dentistry
Tooth extractions	 General practitioner Child dentistry Oral surgery Gum treatment