



DUBAI FERTILITY CENTRE

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS



LOCATION



E-MAIL



TELEPHONE



FAX

TIMING



TIMINGS

FOR WHOM?



MEN



WOMEN



PEOPLE OF
DETERMINATION

INFORMATION RECEIVED BY



WEBSITE



SERVICE CENTRE



CALL CENTRE



DHA APP.

PAYMENT METHOD



CREDIT CARD



CASH



BANK TRANSFER



CHEQUE/ACCORDING
TO THE PROCEDURES



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 FERTILITY CENTRE



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

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

Contacts



Dubai Fertility Center
Latifa Hospital Grounds
Latifa Hospital Street/ Al Zahrawi Street
Al Jaddaf, Dubai, UAE



800342



To call from outside UAE
+971 4 219 8888



dfc@dha.gov.ae

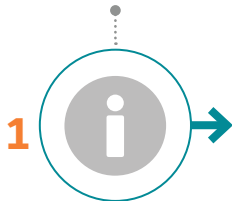


Mon - Thu
07:30am - 3:30pm
Frid
07:30am - 12: 00pm
Sat - Sun
10:00am - 12: 00pm



CUSTOMER JOURNEY

Accessing information



Gathering information

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



Appointment



Taking appointment

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



Reaching the centre



Finding suitable parking

- Parking in premises of Dubai Fertility Center



Registration



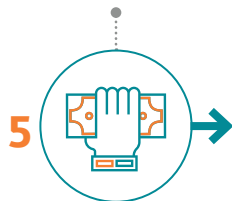
Counter in the registration area

The patient provides all the following documents:

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



Payment



Cashier counter

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



Nurse assessment



Vital signs check-up

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



Physician assessment

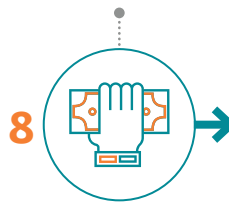


Treatment room

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



Payment



Cashier counter

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



These steps are done when/if required

Laboratory

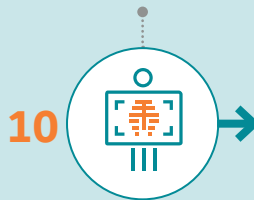


Giving samples

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



Radiology

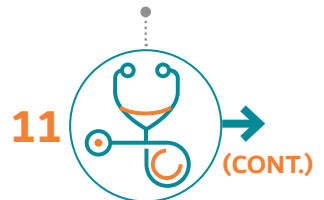


Taking diagnosis via images

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



Physician assessment



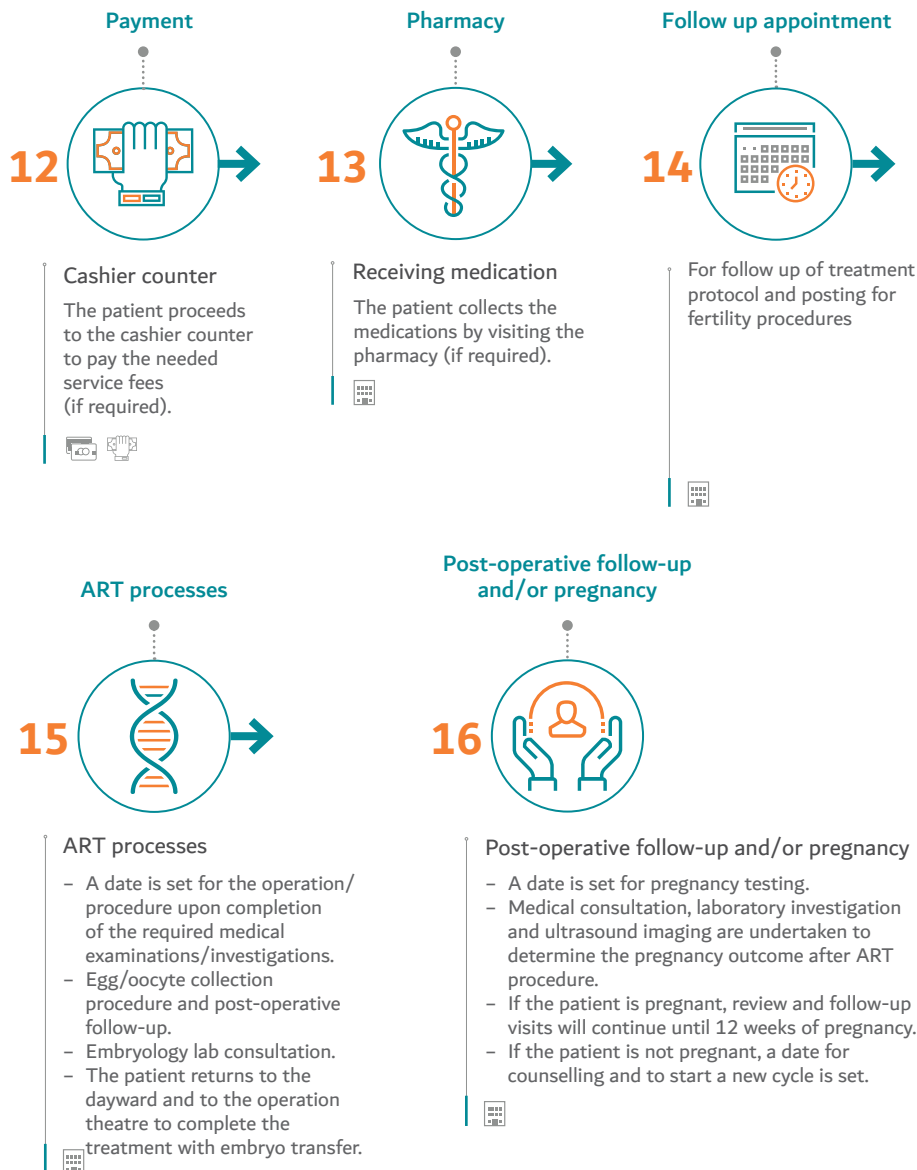
Treatment room

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



CUSTOMER JOURNEY

(CONT.)



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Reproductive Medicine and Infertility Services

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INTERCONNECTED SERVICES

Interconnected Services





MEDICAL SERVICES



Reproductive Medicine and Infertility Services

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

For Whom?



UAE Nationals
Residents
Expats
Visitors
GCC Citizens

Service Limitations

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

Documents Required

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

Delivery Time

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

Appointment



Mon - Thur
07:30am - 3:30pm
Fri
07:30am - 12:00pm

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



These services include but are not limited to:

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

Genetic testing services:

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

Freezing services:

- Freezing of semen, oocytes and embryos

Ultrasonography imaging services:

- Gynaecological scan
- Ultrasonography for multiple pregnancies
- Antenatal serial scans
- Detection of fetal abnormalities

Other services and operations:

- Hysteroscopy (diagnostic and therapeutic)
- Paracentesis
- Septoplasty
- Polypectomy
- Adhesiolysis
- Cervical dilatation
- Endometrial biopsy
- Cervical cerclage
- OncoFertility Services (Freezing of gametes (oocyte/semen/embryo))

Preparation Steps

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

- **No sexual contact for 3-5 days for:** semen assessment, antisperm antibodies, semen freezing, semen in vitro culture
- **Stimulation protocol (2-5 weeks) for:** Egg collection and freezing, Pre-implantation Genetic testing for Aneuploidies, Gender selection, single gene disorders or HLA matching, in-vitro fertilization (IVF), intra-cytoplasmic sperm injection (ICSI), ICSI for frozen eggs
- **Overnight fasting for:** epididymal aspiration/PESA, testicular biopsy, hysteroscopy, vaginal cyst aspiration, D&C (excluding histology), endometrial/polyp biopsy, IUCD removal, cervical cerclage, paracentesis, evacuation, egg collection, cervical dilatation

Test Results

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

Individual Services Prices

500AED

Initial consultation

400AED

Follow-up consultation

400AED

Gynaecology scan

500AED

Obstetric scan (after 10 weeks gestation)

250AED

Semen analysis

Fertility Procedures

14000AED

IVF

18000AED

ICSI

2500AED

IUI

Genetic Testing Services

16000AED

Pre-implantation Genetic Testing for Single Gene Disorders (PCR)

15000AED

Pre-implantation Genetic Testing for Gender Selection

15000AED

Pre-implantation Genetic Testing for Aneuploidies (NGS)

18000AED

Pre-implantation Genetic Testing for HLA Matching

Freezing Services

3500AED

Oocyte freezing and first year storage fee

2400AED

Semen freezing and first year storage fee

1500AED

Embryo freezing and storage (first six months)

2000AED

Embryo storage (Embryo, semen, oocyte annual storage)

Other Services

9000AED

Ovum pick up for freezing (frozen cycle)

3500AED

TESA/PESA

2000AED

Ovulation induction

4800AED

Hysteroscopy

Payment Methods



Fertility Treatment Packages Prices

ICSI Package

18000AED

If you select this package you will get free:

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

IUI Package

3650AED

If you select this package you will get free:

- 2 Follow-up consultations
- 2 Gynecology scans

Frozen ICSI (2nd Cycle) Package

11000AED

If you select this package you will get free:

- 4 Follow-up consultations
- 4 Gynecology scans

IVF Package

14000AED

If you select this package you will get free:

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

Consultations Packages

900AED

If you select this package you will get free:

- 1 Gynecology scan
- 1 Semen assessment

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

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

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





FACILITY FAQ





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

How to pay?

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

What are the working hours of the centre ?

- Monday to Thursday: 07:30 am - 3:30pm
- Friday: 07:30am - 12: 00pm
- Saturday – Sunday: 10:00am - 12: 00pm for injection only

Can we choose the gender of the fetus?

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

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

No, it is a day-care procedure.

What are the documents requirements?

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

What is the Emergency process?

After working hours, please contact the following numbers:

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

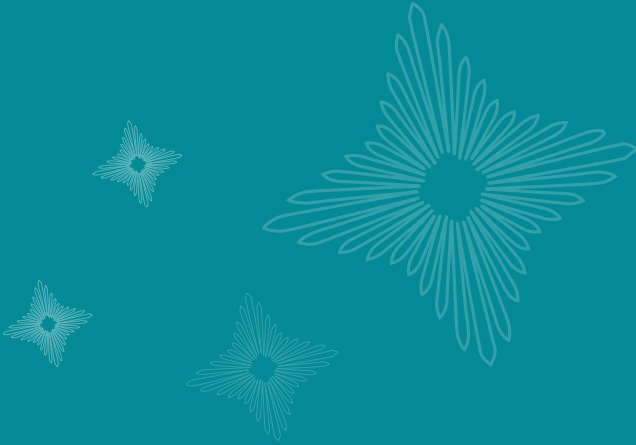
Are there any places to give a semen sample?

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





INTERCONNECTED SERVICES



Services name

Name of related service

- Fertilization processes

- Egg collection for freezing eggs

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

- Embryo transfer

- Registration and accounting
- Nursing
- Ultrasound imaging
- Embryology laboratory
- Pharmacy services
- Anaesthesia services (as appropriate)

- Epididymal aspiration (PESA)

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

- ICSI (only) for frozen eggs

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

- Intracytoplasmic sperm injection (ICSI)

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

Services name	Name of related service
Intrauterine insemination (IUI)	- Registration and accounting - Nursing - Ultrasound imaging - Embryology laboratory - Blood laboratory - Pharmacy services
In vitro fertilisation (IVF)	- Registration and accounting - Nursing - Ultrasound imaging - Embryology laboratory - Blood laboratory - Pharmacy services - Anaesthesia services
Ovulation induction	- Registration and accounting - Nursing - Ultrasound imaging - Blood laboratory - Pharmacy services
Scrotal exploration and testicular biopsy (TESA)	- Registration and accounting - Nursing - Ultrasound imaging - Embryology laboratory - Blood laboratory - Pharmacy services - Anaesthesia services

Services name	Name of related service
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• Genetic screening and genetic diagnosis services

- Histopathological examination technique for HLA embryos. Examination of tissue conforming to the genetic diagnosis of fetuses before implantation for the purposes of diagnosing tissue-matching embryos. HLA matching.

- Registration and accounting
- Nursing
- Contract services for specialised services with the private sector
- Embryology laboratory
- Blood laboratory

- Pre-implantation Genetic Testing for Aneuploidy (NGS)

- Registration and accounting
- Nursing
- Contract services for specialised services with the private sector
- Embryology laboratory
- Blood laboratory
- Pharmacy services

- Pre-implantation Genetic Testing for Single Gene Disorders (PCR)

- Registration and accounting
- Nursing
- Contract services for specialised services with the private sector
- Embryology laboratory
- Blood laboratory

- Pre-implantation Genetic Testing (PGT)

- Registration and accounting
- Nursing
- Contract services for specialised services with the private sector
- Embryology laboratory
- Blood laboratory
- Pharmacy services

Services name	Name of related service
• Fertilization laboratory services	
• Assisted Laser Hatching (AZH)	• Registration and accounting • Nursing • Embryology laboratory
• Semen assessment	• Registration and accounting • Nursing • Embryology laboratory
• Semen culture	• Registration and accounting • Nursing • Embryology laboratory
• Sperm (MAR) test	• Registration and accounting • Nursing • Embryology laboratory
• Human sample freezing services	
• Embryos freezing	• Registration and accounting • Nursing • Embryology laboratory
• Freezing of eggs (Oocytes)	• Registration and accounting • Nursing • Embryology laboratory
• Sperm freezing	• Registration and accounting • Nursing • Embryology laboratory

Services name

Name of related service

• Gynaecological services and operations

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

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

- Menstrual regulation

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

- Paracentesis (vaginal tap)
- Vaginal cyst aspiration

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

• Ultrasound imaging services

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

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