



RASHID HOSPITAL

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS



LOCATION



E-MAIL



TELEPHONE



FAX

TIMING



TIMINGS

FOR WHOM?



MEN



WOMEN



CHILDREN



SENIOR
CITIZENS



PEOPLE OF
DETERMINATION

INFORMATION RECEIVED BY



WEBSITE



SERVICE CENTRE



CALL CENTRE



DHA APP.



TYPING
CENTRE

PAYMENT METHOD



CREDIT CARD



CASH



BANK TRANSFER



CHEQUE



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.

RASHID HOSPITAL



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To call from outside UAE
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24/7



Rashid Hospital is a tertiary specialised academic hospital, which includes the state-of-the-art Emergency and Trauma Centre, which is a regional centre of excellence for emergency and trauma care.

Rashid Hospital was established in March 1973. It has undergone expansions to keep up with the growth in population and increase in-patient numbers. It is a JCI accredited hospital since October 2007.

Rashid Hospital provides emergency, in-patient and out-patient services to patients. The hospital is one of busiest in the region, as it is highly recognised for its specialised trauma and emergency care services and receives patients not only from Dubai but also from the Northern Emirates with a 68-bed emergency department and considered the major disaster facility for Dubai and the Northern Emirates.

CUSTOMER JOURNEY OUT-PATIENT

Accessing information



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



Taking appointment

A referral letter from PHC is automatically forwarded to the hospital, the hospital will book an appointment and communicate it to the patient.



Reaching the hospital



Finding suitable parking

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



Physician assessment



Consultation and medicine prescription

The physician assesses the patient, takes his/her history, then prescribes the suitable medication, orders lab tests, and/or radiology tests (if required).



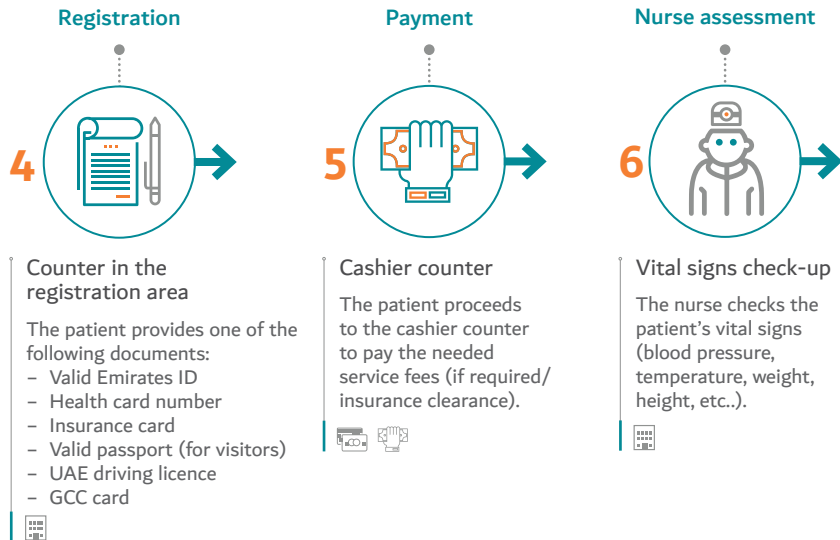
Laboratory



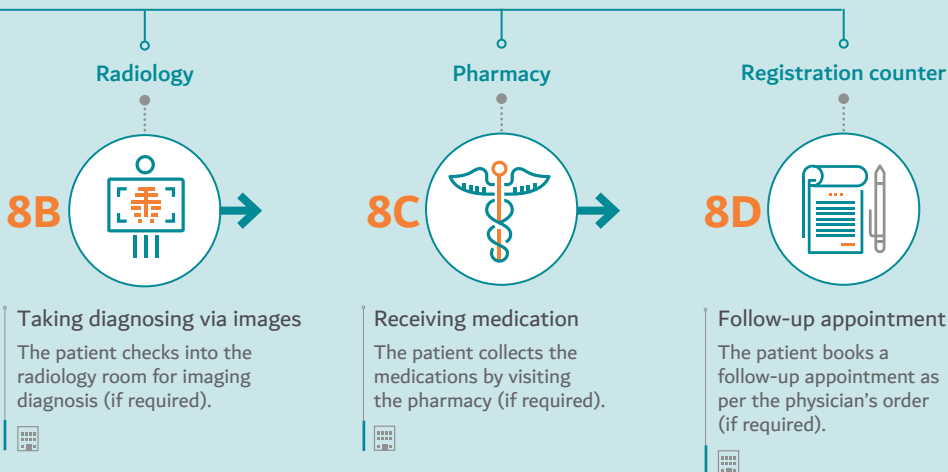
Giving samples

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





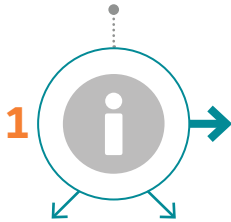
These steps are done when/if required



Some tests may require a prior appointment (i.e. MRI, CT, etc)

CUSTOMER JOURNEY IN-PATIENT

Entering the hospital



ED* admission

The patient arrives in the ED where a physician decides if the patient is for admission (check Emergency Journey).

PHC referral

The patient takes a referral from a PHC. (check step 2).



Appointment



Taking appointment

A referral letter from PHC is automatically forwarded to the hospital, the hospital will book an appointment and communicate it to the patient.



Physician assessment and order for admission



Physician assessment

The physician assesses the patient and decides if the patient should be sent for admission. Then, the physician sends the order for admission.



During the stay

Laboratory

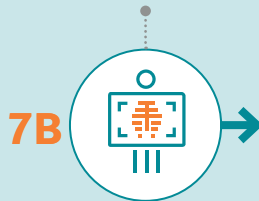


Giving samples

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



Radiology



Taking diagnosing via images

The patient is taken to the radiology room for imaging diagnosis (if required).



Care provision



Procedure/surgery (if required)



*ED: Emergency Department

Admission day



Counter in the admission office

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



Payment

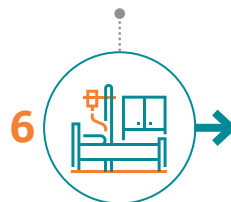


Cashier counter

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



Admission to the hospital's room



In-patient room

The patient proceeds to the in-patient room.



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Pharmacy



Receiving medication

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



Follow-up appointment



Booking the appointment

Appointment is given by the hospital to the patient (if required).



Patient discharge



Discharge from the hospital

After completing the discharge steps and the payment clearance, the patient is discharged.



CUSTOMER JOURNEY EMERGENCY

Accessing information



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.



Reaching the hospital either by ambulance or individually



Finding suitable parking

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



Triage by category



Nursing assessment



When/if required

Laboratory



Giving samples

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



Radiology



Taking diagnosing via images

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



Discharge



The patient is discharged depending on results.

or Admission

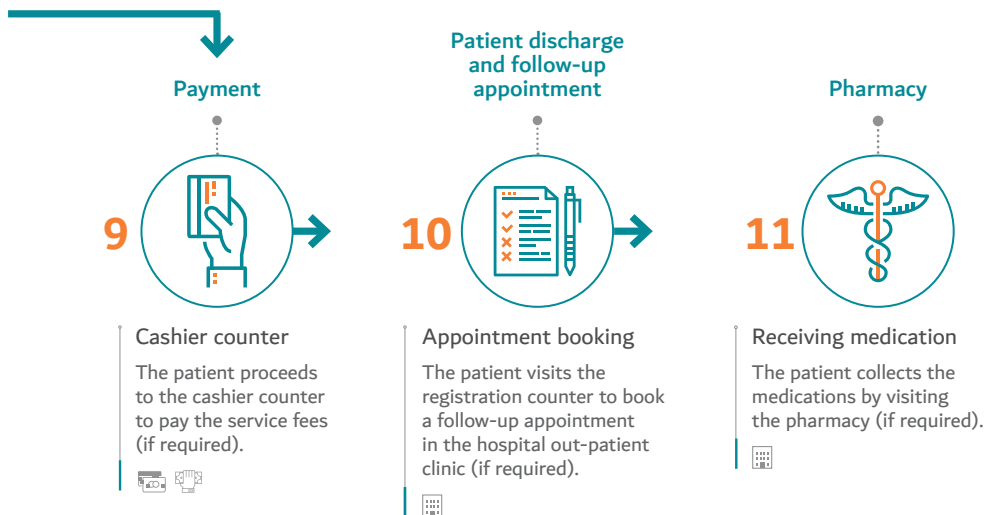
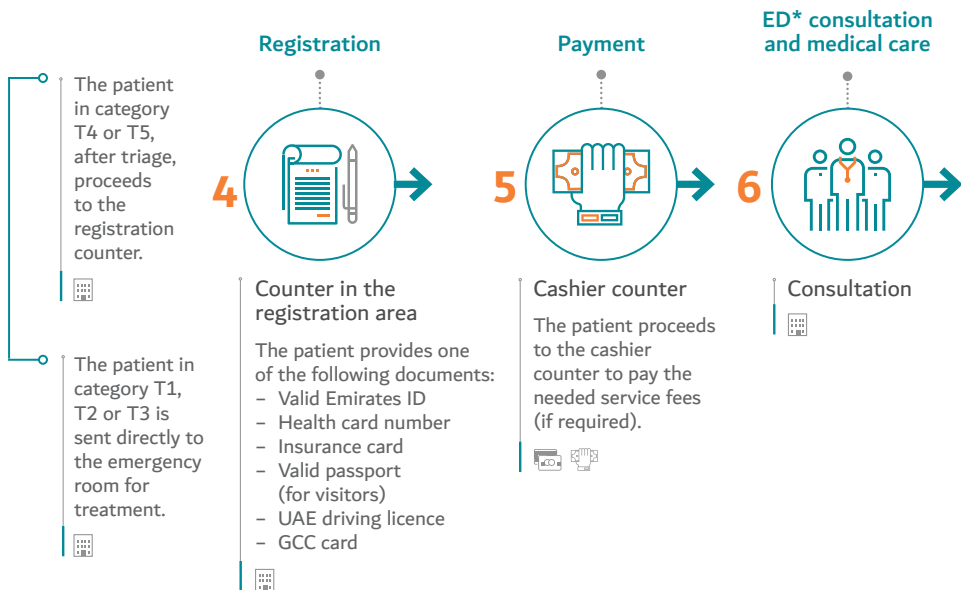


ED referral for the patient admission.

or Transfer



The patient is transferred depending on the condition to another facility.



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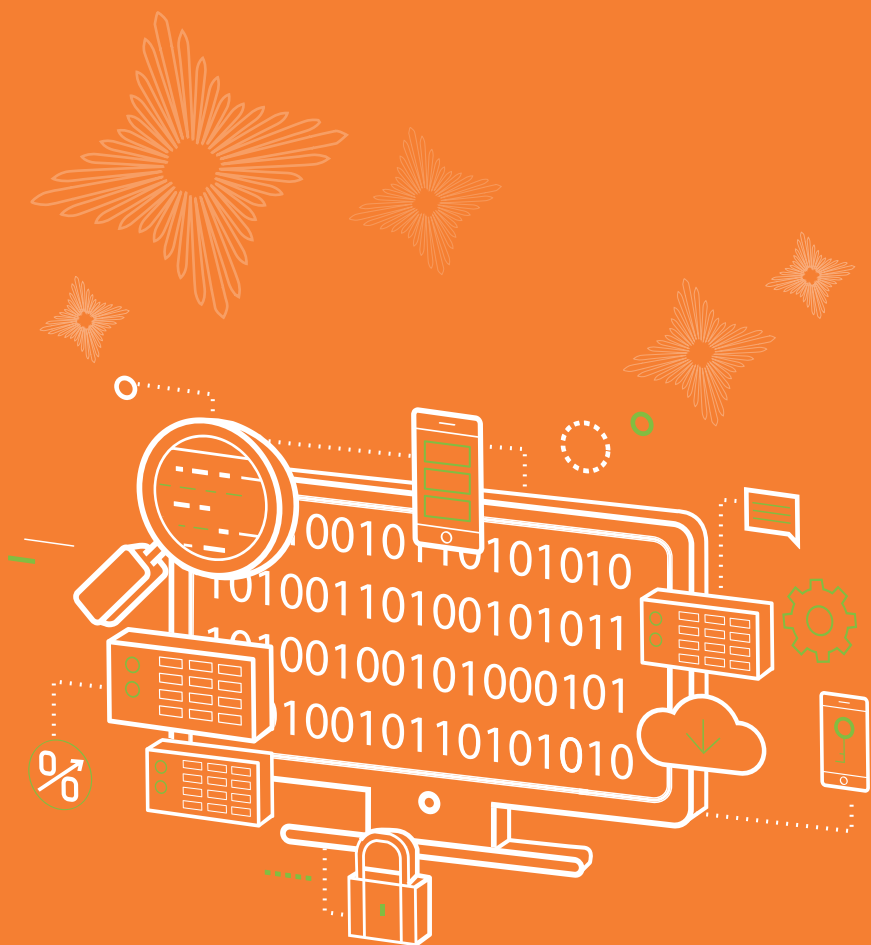
Interventional Radiology

FACILITY FAQ

Facility FAQ

INTERCONNECTED SERVICES

Interconnected Services





ADMINISTRATION SERVICES



Create/Renew Health Card

For Whom?

UAE Nationals

Residents

GCC Citizens



A health card with an individual medical record number is being created for all patients in order to facilitate all transactions and registrations during all services in DHA's facilities and maintaining patient's records and medical history.

Renewal Process

- Upon expiration of the health card, an SMS is sent to the customer

Service Limitations

Exemption of certain cases from the Commission's decision.

Walk-in



Mon-Thu
07:00am - 03:00pm
Fri
07:00am - 11:30am

Emergency 24/7
for patients only

Delivery Time

10 - 15 minutes

Service Charges

New Health Card

120AED

UAE National
adults

70AED

UAE National
children
(10 - 17yrs)

25AED

UAE National
children
(0 - 9yrs)

320AED

Resident
adults/wife of
UAE Nationals

220AED

Resident children
(10 - 17yrs)

120AED

Resident children
(0 - 9yrs)

320AED

GCC adults

220AED

GCC children
(10 - 17yrs)

120AED

GCC children
(0 - 9yrs)

320AED

Children of local
mothers adults

220AED

Children of local
mothers
(10 - 17yrs)

120AED

Children of local
mothers
(0 - 9yrs)

Duplicate Health Card

70AED

Payment Methods

UAE Nationals



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

Wives of UAE Nationals



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

Children of local mother



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

Residents



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

Residents of Gulf countries in Dubai



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

UAE Nationals with passports only



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

Issue New/Duplicate Medical Report

It is a procedural service provided to customers based on their request.

A medical report includes:

- The patient diagnosis and treatment
- The results of laboratory and radiology investigations
- The course of the treatment

For Whom?

UAE Nationals

Residents

Expats

GCC Citizens



Walk-in

Online through DHA Website



Mon-Thu

07:00am - 03:00pm

Fri

07:00am - 11:30am

Emergency 24hrs for patients only

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

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

Service Charges

270AED

new report

120AED

copy of a report

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

Payment Methods





MEDICAL SERVICES



Anaesthesiology

Anaesthesiology services provide pre, during and post operations anaesthesia care and interventions such as general anaesthesia, regional anaesthesia (spinal/epidural anaesthesia) and conscious sedation, in addition to offer pain management care which all aim to ensure patients' safety and comfort.

Our Services include:

- Pre-anesthetic evaluation and treatment
- Anesthesia (General/ Local/ Regional) & Monitored Anesthesia Care
- Cardio-pulmonary Resuscitation
- Post-operative anesthetic care
- Critical Care Patients management
- Anesthesia Management outside the operating theatre
- Rapid Response Team in all wards

For Whom?

UAE Nationals

Residents

Expats

Visitors



Pain Medicine Clinic:

Mon & Thu

08:00am - 02:30pm

Fri

08:00am - 11:30pm

Pre-Anesthesia Clinic:

Mon-Thu

07:30am - 02:30pm

Fri

08:00am - 11:30pm

Delivery Time

Pain Medicine Clinic: New

New appointment

60 minutes

Follow-up

20 minutes

Pre-Anesthesia Clinic:

20 minutes



Adult Cardiology

Adult cardiology services include but are not limited to:

- Management of stable and non stable coronary artery disease
- Management of valvular heart disease
- Management of acute myocardial infarction
- Coronary angiogram and angioplasty
- Transcatheter mitral and aortic valve interventions
- Transcatheter left atrial appendage closure
- Adult congenital heart disease
- High-risk cardiac clinic
- Heart failure clinic
- Cardiac rehabilitation clinic
- Management of cases of heart failure, hypertension and cardiogenic shock
- Anticoagulation services
- Cardiac electrophysiology and pacemaker services
- CT scans, MRI services
- Cardiac rehabilitation
- Non-invasive cardiac laboratory (e.g. echocardiogram, dobutamine echo, exercise tolerance test, 24hrs blood pressure monitoring, electrocardiogram, treadmill stress test, holter monitor)

For Whom?



UAE Nationals
Residents
Expats
Visitors



Cardiology Clinic:

Mon 08:00am - 02:30pm
03:00am - 09:30pm

Wed 03:00am - 09:30pm

Fri 08:00am - 11:30am

Adult Congenital Heart Disease (ACHD) Clinic:

Thu 08:00am - 12:00pm

Cardiac Devices Clinic:

Wed 08:00am - 10:00am

Follow up 20 min

Cardiac Arrhythmia Clinic:

Fri 08:00am - 11:30am

Heart Failure Clinic

Tue 08:00am - 02:30am

Delivery Time

Adult Congenital Heart Disease (ACHD) Clinic:

Cardiac Devices Clinic:

New Cases 45 minutes

Follow-up 30 minutes

Cardiac Arrhythmia Clinic:

30 minutes

Heart Failure Clinic:

New Cases: 30 minutes

Follow up: 20 minutes

Delivery Time

Cardiology clinic

New appointment

30 minutes

Follow-up

15 minutes

Test Results

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

Notes

- Referral letter required from Primary Healthcare centres or
- Referral letter required from private sector
- Admission from A&E in case of emergency



Interventional Cardiology

Interventional cardiology services provide intravascular, catheter-based techniques in the treatment of patients with cardiovascular diseases.

Preparation Steps

Fasting overnight

Test Results

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

Service Limitations

- Patients with severe renal dysfunction
- Patients with acute brain damage (hypoxic brain damage), brain haemorrhage or trauma

For Whom?

UAE Nationals
Residents
Expats
Visitors



24/7

Delivery Time

Depends on each case

Cardio-Thoracic (Heart and Chest) Surgery

For Whom?

UAE Nationals

Residents

Expats

Visitors



Cardiothoracic Surgery clinic

Tue

08:00am - 02:30pm

Delivery Time

New appointment

25 minutes

Follow-up

15 minutes

Cardiothoracic surgery services provide surgical interventions and procedures for those who require elective or emergency care/surgery. In addition, it offers support to emergency cases of other departments such as cardiac, internal medicine and general surgery.

Those services include but are not limited to:

- Open heart surgery
- Coronary artery bypass grafting (CABG)
- Thoracic aortic dissection repair surgery
- Surgery for cardiac, lung and mediastinal tumour as well as Video Assisted Thoracoscopic Surgery (VATS), tracheal surgery
- Paediatric cardiac surgery and as new service adult congenital heart surgery
- Surgery for pulmonary emboli
- Endoscopic Vein Harvesting (EVH) for Coronary Artery Bypass Grafting (CABG) cases

Test Results

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

Adult Critical Care Medicine

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

- Monitoring and stabilisation of ICU patients including ventilator management and invasive/non-invasive critical care procedures
- Conducting the necessary diagnostics tests such as basic echography and ultrasound
- Continuous Renal Replacement Therapy (CRRT)
- Invasive and non-invasive haemodynamic monitoring
- Performing diagnostic bronchoscopy and percutaneous tracheostomy

For Whom?

UAE Nationals

Residents

Expats

Visitors



24/7

Delivery Time

Depends on each case



Surgical Critical Care

Surgical critical care services provide the comprehensive care for patients with acute or life-threatening conditions who require surgery or are recovering from surgery.

For Whom?

UAE Nationals
Residents
Expats
Visitors



24/7

Delivery Time

Depends on each case

Oral and Maxillofacial Surgery

For Whom?

UAE Nationals
Residents
Expats
Visitors



Oral and maxillofacial surgery services provide the diagnosis and treatment for many hard and soft tissues diseases, injuries and defects in the head, neck, face and jaws.

Those services include but are not limited to:

- Management of traumas and Injuries of the Oral and Maxillofacial region
- Orthognathic surgery
- Management of Temporomandibular Joint Disorder
- Management of Maxillary Sinus Diseases
- Management of Oral Diseases
- Cleft lip and palate Surgery
- Management of Lesions, Cysts and Tumors of the Oral and Maxillofacial region
- Management of Cervico-Facial Infections
- Surgical Dental Extraction
- Pre-prosthetic Surgeries
- Dental implantology
- Complete Oral Rehabilitation



Mon - Thu
08:00am - 02:30pm
Fri
07:30am - 02:00pm

Delivery Time

New appointment
60 minutes

Follow-up
60 minutes

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

Note

Primary Healthcare Centres services are limited to minor procedures, while cases requiring major surgeries and interventions are referred to DHA hospitals.

Dermatology

Dermatology services provide the diagnosis and treatment of skin conditions affecting skin, hair, and nails through offering the best medical, surgical and cosmetic dermatologic care.

Those services include but are not limited to:

- Full spectrum of medical and some surgical skin care (skin, hair, nail) for cases such as: acne, dermatitis, eczema, vitiligo, warts, pigmentary disorders, birth marks and vascular disorders
- Treatment and management for systemic diseases associated with skin manifestations (lupus erythematosus, dermatomyositis, scleroderma)
- Treatment and management for tumours of the skin (benign and malignant)
- Treatment and management for sexually transmitted diseases
- Laser therapy
- Phototherapy
- Electro/cryotherapy
- Skin biopsy
- Treatment of birth marks

25

For Whom?

UAE Nationals
Residents
Expats
Visitors



Dermatology Clinic

Mon-Thu

08:00am - 02:30pm

Derma Eczema Clinic

Wed 08:00am - 02:30pm

Derma Psoriasis Clinic

Mon 08:00am - 02:30pm

Derma Surgical Clinic

Mon 09:00am - 12:20pm

Dermatology Specialist Clinic

Tue 08:00am - 02:30pm

Delivery Time

Dermatology Clinic

15 minutes

Derma Eczema Clinic

New appointment: 30 min

Follow-up: 15 min

Derma Psoriasis Clinic

New appointment: 30 min

Follow-up: 15 min

Derma Surgical Clinic

20 min

Dermatology Specialist Clinic

20min

Test Results

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

Location of the Services

The services are offered only at the Dermatology Centre, Al Safa.



General Emergency Medicine

General emergency medicine services include but are not limited to:

- Management of trauma patients (adult and children) - initial management and stabilisation can be done at Dubai Hospital then transferred to trauma centre (Rashid Hospital) as indicated
- Management of surgical emergencies (general surgery, vascular surgery, plastic surgery, neurosurgery, cardiothoracic surgery)
- Management of medical emergencies (adult only) (cardiology, neuromedical, gastroenterology, pulmonary, toxicology, infectious diseases, internal medicine)
- Management of poisoning cases

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

Adult Gastroenterology

Adult gastroenterology services include but are not limited to:

- Colonoscopy, gastroscopy
- Gastrointestinal trauma surgery
- Inflammatory bowel disease clinic
- Endoscopy clinic

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



Gastroenterology Clinic

Tue 08:00am - 02:30pm

Fri 08:00am - 11:30am

Hepatology

Mon 09:00am - 12:00pm

Inflammatory Bowel Disease

Wed 09:00am - 01:30pm

Liver Transplant

Wed 10:00am - 02:30pm

Delivery Time

Gastroenterology Clinic

New appointment 30 minutes

Follow-up 20 minutes

Inflammatory Bowel Disease

IBD Clinic

New appointment 30 minutes

Follow-up 30 minutes

Hepatology Clinic

New appointment 30 minutes

Follow-up 30 minutes

Liver Transplant Clinic

New appointment 60 minutes

Follow-up 30 minutes

Additional Documents

If available, previous laboratory tests should be presented in addition to the normal documents (refer to the Customer Journeys)



Adult General Surgery

We provide high-quality, gender sensitive, and up-to-date general surgery services to all our patients through highly-qualified designated specialized teams.

Our services includes but not limited to:

- Acute care consultation in accident and emergency surgeries and polytrauma management.
- Trauma surgeries mainly abdomen and abdominal organ injuries
- Center of excellence for elective and complicated bariatric surgeries and a referral center for bariatric complications
- Proctology consultation and surgeries
- Hepatobiliary consultations and surgeries
- Gastro Intestinal tract tumor surgeries
- Specialized hernia services consultation and surgeries
- Wound clinic with total surgical and non-surgical care for Diabetic foot and chronic wounds

Preparation Steps

Preoperative instructions:

- Snack for dinner without any alcohol
- Refrain from eating or drinking after midnight
- Take a shower or bath and wash your body thoroughly using an anti-bacterial soap the night before or the morning of the surgery
- Refrain from all medicine that contains Aspirin, or any other non-steroidal anti-inflammatory drugs, or food supplements and anticoagulant drugs

Test Results

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

Adult General Surgery

For Whom?

UAE Nationals

Residents

Expats

Visitors



Diabetic Foot Clinic

Wed 08:00am -02:30pm

Early Follow up Bariatric Clinic

Fri 08:00am - 11:30am

General surgery Clinic

Tue 03:00pm -09:30pm

Wed 08:00am -02:30pm

GI Oncology Clinic

Thu 08:00am -02:30pm

Hernia Clinic

Mon 08:00am -02:30pm

Post-Op Bariatric Clinic

Tue 08:00am -02:30pm

Pre-Operative Bariatric Clinic

Thu 08:00am -02:30pm

Proctology Clinic

Mon & Thu

08:00am -02:30pm

Wound Clinic

Mon 08:00am -02:30pm

Delivery Time

Diabetic Foot Clinic:

New appointment 40 minutes

Follow-up 30 minutes

Early Follow Up Bariatric Clinic:

20 minutes

General Surgery Clinic:

New appointment 30 minutes

Follow-up 20 minutes

GI Oncology Clinic:

30 minutes

Hernia Clinic:

20 minutes

Post-Op Bariatric Clinic:

20 minutes

Pre-Operative Bariatric Clinic:

New appointment 20 minutes

Follow-up 15 minutes

Proctology Clinic:

15 minutes

Wound Clinic:

40 minutes



Infectious Diseases

Infectious diseases services provide standards of care service for patients with infectious diseases caused by various microbes (bacteria, viruses, fungi).

Those services include but are not limited to:

- Treating General acute and chronic Infectious Diseases
- Diagnosing and managing infectious outbreaks, epidemics and pandemics based on updated evidence-based practice
- HIV/AIDS program
- Vaccinations: Preventive vaccination services aimed at enhancing the immunity of individuals in the community by providing them with the necessary vaccinations that contribute to the reduction of the spread of infectious diseases.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Communicable Diseases Clinic

Tue 08:00am - 02:30pm
COVID-19 Clinic

Fri 08:00am - 11:30am
Infectious Diseases Clinic
Wed & Thu

08:00am - 02:30pm
Tuberculosis Clinic

Wed 08:00am - 02:30pm

Delivery Time

New appointment
30 minutes

Follow-up
15 minutes

Test Results

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



Internal Medicine

General Internal Medicine department is a department of Internists who are highly qualified in diagnosing and treating adult patients with common medical illnesses.

We ensure that our patients receive a consistently high quality of care, which is holistic and not limited to specific organ systems.

We practice Evidence-based Medicine based upon the international standards and guidelines.

For Whom?

UAE Nationals
Residents
Expats
Visitors



General Medicine Clinic

Thu 08:00am - 02:30pm

Fri 08:00am - 11:30am

Geriatric Clinic

Tue 08:00am - 02:30pm

Pre-Op Clinic

Mon-Thu

Tue 08:00am - 02:30pm

Fri 08:00am - 11:30am

Diabetic Clinic

Tue 03:00pm - 09:30pm

Wed 08:00am - 02:30pm

Delivery Time

New appointment

30 minutes

Follow-up

20 minutes

Those services include but are not limited to:

- Department of General Internal Medicine provide inpatient and outpatient services and care for:
- Patients presenting with acute decompensation/exacerbation/complication of an underlying chronic medical disease.
- Acute management of patients having multiple comorbidities.
- Diagnosis and management of complex medical problems which may or may not require multidisciplinary care
- Potentially serious acute or chronic medical symptoms/conditions requiring further diagnostic workup.
- Co-managing patients admitted under care of other medically allied subspecialties as well as the surgical /trauma patients who have medical comorbidities and for preoperative assessment of patients.
- Follow up for chronic medical diseases

Test Results

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



General Neurology

Neurology Department is committed to provide high quality care for neurology inpatients and outpatients. Special areas of expertise include epilepsy, multiple sclerosis, neuromuscular and movement disorders, stroke, neurophysiology and headache.

General neurology services include but are not limited to:

- Multiple sclerosis management
- Stroke management
- Epilepsy management
- Headache management
- Movement disorder management
- Neuromuscular management
- General neurology
- Telephonic clinic.
- Neurophysiology lab
- Nerve conduction study and electromyography (NCS,EMG)
- EEG
- Muscle and nerve biopsy
- VEP and brain stem auditory evoked potential and VEP
- Transcranial magnetic stimulation
- Stimulation (TMS)
- Management of epilepsy [MA1] CerebroVascular Accident (CVA), stroke, transient ischemic attack, Multiple Sclerosis (MS), movement disorders, dystonia, neuromuscular disorders, dementia, sleep disorders

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



Dystonia clinic
Alternative
Fri 08:00am - 11:30am
Epilepsy clinic
Mon 03:00pm - 09:30pm
Thu 08:00am - 02:30pm
Headache Clinic
Mon 08:00am - 02:30pm
Movement Disorder clinic
Alternative
Tue 08:00am - 02:30pm
Multiple Sclerosis
Alternative
Tue 08:00am - 02:30pm
Neuromedical Migraine clinic
Alternative
Tue 08:00am - 02:30pm
Neuromedical clinic
Mon 03:00pm - 09:30pm
Alternative
Tue 08:00-14:30
1st Week of the Month once in:
Thu 08:00am - 02:30pm
Neuromuscular clinic
Once in a month
Tue 09:00am -12:00pm

Delivery Time

Dystonia Clinic: 20 min
Epilepsy Clinic:
New appointment
30 minutes
Follow-up 15 minutes
Headache Clinic: 30 min
Movement Disorder Clinic:
New appointment
30 minutes
Follow-up 15 minutes
Multiple Sclerosis Clinic: New
appointment
30 minutes
Follow-up 15 minutes
Neuromedical Migraine
Clinic: 15 min
Neuromedical Clinic:
New appointment
30 minutes
Follow-up 15 minutes
Neuromuscular Clinic:
30 minutes



Neurological Surgery

Neurological surgery services provide the prevention, diagnosis, surgical treatment and rehabilitation of disorders which affect the nervous system including the brain, spinal cord, peripheral nerves and cerebrovascular system.

Services include:

- Management of head trauma.
- Brain tumor surgery.
- Surgery with the help of a cerebral navigation device.
- Surgery assisted by neuromonitoring.
- Surgical treatment of degenerative spinal diseases (cervical and lumbar).
- Management of vascular lesions of the central nervous system.
- Laparoscopic surgery for pituitary gland tumors and hydrocephalus.
- Neurosurgical care.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon-Thu
09:00am - 02:30pm

Delivery Time

New appointment
20 minutes

Follow-up
15 minutes

Test Results

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

Adult Orthopaedic Surgery

Adult orthopaedic services include but are not limited to:

Trauma management

- Management of post-traumatic deformities/ fractures and sports injuries
- Management of pelvis, spine and around joint fractures
- Perform revision and reconstruction surgery for septic complications

Orthopaedic surgeries

- Arthroscopic surgery of knees and shoulders and sport injuries
- Artificial joint replacement (hip, knee, shoulder, elbow)
- Management of degenerative joint diseases
- Management of ligament tears through surgery
- Plasma or stem cells injections to treat joint pain
- Hand surgery for all traumatic and degenerative problems of the hand and wrist
- Perform reconstructive surgery using Ilizarov technique
- Perform corrective surgery after post-traumatic deformities and non-unions
- Provide comprehensive medical care and surgical procedures to treat a wide range of spinal traumas/tumours/infection/degenerative conditions/deformities

For Whom?

UAE Nationals

Residents

Expats

Visitors



ED Hand Trauma clinic

Tue 03:00pm - 09:30pm

ED Trauma clinic

Mon-Tue

03:00pm - 09:30pm

General Trauma clinic

Mon 03:00pm - 09:30pm

Tue 08:00am - 02:30pm

Thu 08:00am - 02:30pm

Hand clinic

Mon-Tue

03:00pm - 09:30pm

Thu 08:00am - 02:30pm

Joint clinic

Wed 08:00am - 02:30pm

Fri 08:00am - 11:30am

Spine clinic

Tue 08:00am - 02:30pm

Thu 08:00am - 02:30pm

Delivery Time

ED Hand Trauma Clinic: 15 minutes

ED Trauma Clinic: 15 minutes

Hand Clinic: 20 minutes

General Trauma Clinic:

Joint Clinic:

Spine Clinic:

New appointment 20 minutes

Follow-up 15 minutes

Test Results

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



Plastic Surgery

For Whom?

UAE Nationals

Residents

Expats

Visitors



Plastic surgery clinic

Mon & Tue

08:00am - 2:30pm

Post-op clinic

Sun - Thu

7:30am - 2:30pm

Delivery Time

Plastic surgery clinic

New appointment

30 minutes

Follow-up 20 minutes

Post-operation clinic

30 minutes

Plastic surgery is a surgical specialty dedicated to the reconstruction of facial and body defects due to birth disorders, traumas, burns and diseases. Plastic surgery is intended to correct dysfunctional areas of the body and is reconstructive in nature.

Pure cosmetic surgery is a unique discipline of medicine and is the part of plastic surgery, which focuses on enhancing the appearance by surgical and medical techniques. Cosmetic surgery can be performed on all areas of the head, neck and body. Because treated areas function properly but lack aesthetic appeal, cosmetic surgery is elective.

Those services include but are not limited to:

- Care of all burn cases
- Major and minor soft tissue trauma
- Chronic and acute wound problems and pressure sores
- Cleft lip and palate repair
- Diabetic wound care
- Flap reconstruction after trauma
- Facial palsy reconstruction
- Nose reconstruction
- Eyelid reconstruction
- Eyebrows reconstruction
- Correction of ptosis of upper eyelids
- Prominent ears reconstruction
- Syndactyly separation
- Breast reconstruction

Cosmetic procedures:

- Breast reduction
- Breast augmentation
- Mastopexy
- Abdominoplasty
- Liposuction session
- Gynecomastia
- Face lift
- Eyebrow lift
- Thigh lift
- Blepharoplasty
- Rhinoplasty
- Fat Transfer

Test Results

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



General Pulmonary (Respiratory) Disease

General pulmonary disease services include but are not limited to:

- Smoking cessation programme
- The diagnosis and management of various pulmonary and sleep diseases such as (asthma, pleural diseases, tuberculosis, lung malignancies, obstructive sleep apnea, cystic fibrosis)
- Advanced diagnostic and therapeutic intervention for bronchi, lungs and pleura diseases
- Performing pulmonary function test

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



Asthma clinic

Wed 10:00am - 02:00pm

Pulmonary Subspecialty clinic

Wed 09:00am - 02:00pm

Pulmonology Clinic

Wed 03:00pm - 09:30pm

Thu 08:00am - 02:30pm

Sleep Disorder Clinic

Fri 08:00am - 11:30am

Tuberculosis clinic

Mon 08:00am - 02:30pm

Delivery Time

Asthma Clinic: 10 minutes
Pulmonary Subspecialty Clinic:

New appointment
30 minutes

Follow-up 20 minutes

Pulmonology:

New appointment
30 minutes

Follow-up 20 minutes

Sleep Disorder Clinic:

15 minutes

Tuberculosis Clinic:

New appointment

30 minutes

Follow-up 15 minutes



Vascular Surgery

Vascular surgery services provide the diagnosis and management to all kinds of vascular disorders in addition to day surgical procedures such as varicose veins surgeries.

Our services include but are not limited to:

- Reconstruction of traumatic vascular system injuries (arterial venous)
- Management and operation of acute and chronic peripheral arterial diseases
- Venous disease (acute & chronic) and varicose veins management like EVLT, laser ablation, endovenous glue ablation (venaseal) & sclerotherapy
- Management of lymphatic system disease; e.g., lymphedema.
- Complicated endovascular procedures, diagnostic and therapeutic for arterial and venous system
- Hemangioma and AV malformation management (Surgical, endovascular and conservative) for pediatrics and adults
- Treatment of Deep Vein Thromboses DVT cases in all body parts with the best & latest technology including suction thrombectomy through endovenous procedure. This will help in prevention of all future symptoms of chronic venous insufficiency.
- Vascular laboratory for arterial and Venous Duplex ultrasound and ABI. In our laboratory all diagnostic procedures are done to help proper planning of all surgical procedures.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Vascular Clinic:
Mon-Tue

08:00am - 02:30pm
Vascular Walk-in Clinic:
Wed-Thu

08:00am - 02:30pm
Fri 08:00am - 11:30am

Delivery Time

Vascular Clinic:
New appointment
20 minutes
Follow-up
15 minutes

Vascular Walk-in Clinic:
30 minutes

Test Results

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

Psychiatry

Psychiatry services provide the prevention, diagnosis, and treatment of mental, emotional, or behavioural disorders.

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

Alcohol withdrawal patients



Psychiatry Clinic
Mon- Thu
08:00am -02:30pm

Delivery Time

New appointment
40 minutes

Follow-up
15 minutes





SUPPORTIVE MEDICAL SERVICES



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

For Whom?

UAE Nationals
Residents
Expats
Visitors



Walk-in



OPD Lab
Mon-Thu
0:700am-09:00pm
Fri
07:00am-03:00pm



Emergency 24/7

Delivery Time

Sample collection:
20 minutes
Lab Results: depends on the test

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 were not available locally

Additional Documents

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

- An electronic laboratory test request (clinician requests a letter if patient comes from the private sector)
- Previous laboratory reports (if required)

Nutrition and Clinical Dietetics

For Whom?

UAE Nationals

Residents

Expats

Visitors



Communicable diseases Diet Clinic

Tue 10:00am - 12:00pm

Dietitian Clinic

Mon-Wed

08:00am - 02:30pm

Pre-Bariatric Dietitian Clinic

Thu

08:00am - 02:30pm

Delivery Time

Communicable diseases

Diet Clinic: 30 minutes

Dietitian Clinic:

New appointment

30 minutes

Follow-up

15 minutes

Pre-Bariatric Dietitian

Clinic: 20 minutes

Clinical dietetics and nutrition services provide health education services, dietary assessment and nutritional supplements to patients in need of organising and controlling their diet such as diabetics, elderly, children and pregnant women.

Our services include but are not limited to:

- Nutrition Care for in-patients and outpatients
- Nutrition education and counseling for patient and families
- Clinical Nutrition Training for university students and clinical attachments
- Prescribe and provide diet plans for in-patients based on their medical conditions and individualized needs.
- Supervise individualized meals preparation for in-patients.
- Community engagement and awareness involving health and nutrition.
- Provide tube feeding services

Test Results

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



Pharmacy

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

Our services include but are not limited to:

- Review and dispensing of medicine orders to outpatients.
- Reviewing and dispensing of medicine orders to inpatients.
- Reviewing, dispensing and counseling of medicine orders to discharged patients.
- Prepare IV admixtures.
- Provide drug information services to patients, physicians, nurses and other healthcare providers.
- Maintain an efficient and safe drug distribution system.
- Support pharmaceutical and medical researches.
- Train and educate undergraduate.
- Provide home delivery of medication services to patients in Dubai and Northern Emirates through well equipped cars, to carry and transfer medicines.

For Whom?

UAE Nationals

Residents

Expats

Visitors



Walk-in



24/7

Delivery Time

10 minutes

General Physical Medicine and Rehabilitation

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

- Pelvic floor rehabilitation
- Musculoskeletal therapy and ultrasonography
- Electrotherapy
- Kinesio taping, KT taping
- Physiatry
- Sports Medicine
- Therapy (Physiotherapy, Occupational therapy, Anasplastology)

For Whom?

UAE Nationals
Residents
Expats



Physiatry Clinic
Mon-Thu
08:00am - 03:00pm
Fri 08:00am - 11:30am
Post Acute Rehab Clinic
Mon-Thu
08:00am - 03:00pm
Fri 08:00am - 11:30am

Delivery Time

Physiatry Clinic:
New appointment
30 minutes
Follow-up
15 minutes
Post Acute Rehab Clinic:
New appointment
30 minutes
Follow-up
20 minutes

Test Results

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

Occupational Therapy

For Whom?

UAE Nationals
Residents
Expats



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.

The service include, but are not limited to:

- Rehabilitation of acute post operative, musculoskeletal & neurological hand lesions
- Creating custom made hand splints
- Advanced Functional testing
- Driving license assessment for the disabled

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

90AED

follow-up session

120AED

first session

For expatriates usually covered by insurance companies

Payment Methods



Mon-Thu
07:30am - 03:30pm
Fri
07:00am - 11:30am

Delivery Time

45 - 50 minutes

For Whom?

UAE Nationals
Residents
Expats



Mon-Thu
07:30am - 03:30pm
Fri
07:00am - 11:30am

Delivery Time

45 minutes

Physiotherapy

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

The services include but are not limited to:

- OPD rehab program (Manual Therapy, KT taping Exercise evaluation & education)
- Pain management (Spinal decompression unit, low to high frequency electrotherapy treatment)
- Neurological rehabilitation
- Advanced balance- gait training strategies & equipments
- Sport injury rehabilitation
- Hydrotherapy and aquatic rehabilitation
- Complete Decongestive therapy for Lymphedema
- Pelvic floor rehabilitation
- Post traumatic & Post-surgical physiotherapy
- Critical care rehabilitation
- Cardiac rehabilitation

Test Results

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

Service Limitations

- Medically unstable patients
- Patients with communicable diseases



Anaplastology

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.

For Whom?

UAE Nationals
Residents
Expats



Test Results

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



Mon-Thu
07:30am - 03:30pm
Fri
07:00am - 11:30am

Delivery Time

Depends on each case

Service Charges

Free for UAE Nationals

Charges for expatriates depend on the service usually covered by insurance companies

Payment Methods

Sports Medicine

Sport medicine services provide the prevention and treatment of injuries and disorders that are related to participation in athletic activities.

The services include, but are not limited to

- Sports injury assessment and formulation of rehabilitation plan
- Medical investigation and treatment
- Point of care diagnostic ultrasound
- Ultrasound guided injections
- Focused shock wave therapy

For Whom?

UAE Nationals
Residents
Expats



Mon and Wed
08:00am - 03:00pm

Delivery Time

New appointment
30 minutes
Follow-up
15 minutes

Preparation Steps

Patient must eat 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

For Whom?

UAE Nationals

Residents

Expats

Visitors



General X-ray

Mon - Wed 7:00am - 9:00pm

Thu 7:00am - 3:00pm

Fri 7:00am - 12:00pm

MRI

Mon - Fri 7:00am - 11:00pm

CT and Ultrasound

Mon- Thu 7:00am - 3:00pm

Fri - 7:30 - 12:00pm

CT, Ultrasound and General

x-ray

24/7 for Emergency

Delivery Time

General X-ray 5 - 10 minutes

CT 10 - 20 minutes

CT with contrast

20 - 40 minutes

Ultrasound 10 - 20 minutes

MRI 25 - 60 minutes

General Radiology

General radiology services include but are not limited to:

- X-ray: fluoroscopy-defecogram, stats scan, mobile X-rays
- CT Scan: plain, with contrast, virtual colonoscopy, CT enterography, CT perfusion, CT cardiac
- MRI: Plain, with contrast, stress cardiac MRI, MRI Prostate, MR spectroscopy, MRI perfusion, MRI enterography, MRI arthrography
- Ultrasound
- Gastro radiology services
- Chest radiology services

Note

Some of the above-specialised services may not be available in Rashid Hospital, check with your practionner.

Preparation Steps

Depends on the procedure

Test Results

- Procedure reports can be viewed through DHA Application.
- Procedure result given to the patient through the referral doctor.
- CD with images is provided upon request with minimal fees

Service Limitations

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

- Prosthesis
- Pacemaker
- Dental braces



For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon to Thu
7:00am - 3:00pm
Fri
7:00am - 12:00pm

Emergency Department:
24/7

Delivery Time

Minimum 60 minutes

Interventional Radiology

Interventional radiology services provide imaging techniques for diagnostic purposes and to guide minimally invasive therapeutic procedures.

Preparation Steps

Depends on the procedure/operation type

Test Results

- Procedure reports can be viewed through DHA Application.
- Procedure result given to the patient through the referral doctor.
- CD with images is provided upon request with minimal fees





FACILITY FAQ





What are the visiting hours of the hospital?

All Inpatients wards except Covid-19 Units

All Week days

Consultation visit:

from 12:00 pm to 2:00 pm

General Visits:

from 04:00 pm to 06:00 pm

Visiting times during the holy month of Ramadan:

Consultation visit:

from 12:00 pm to 2:00 pm

General Visits:

from 08:00 pm to 11:00 pm

Visiting times on Eid Days:

All Inpatients wards:

from 10:00 AM to 06:00 PM

Visiting is not permitted in Covid-19 Units.

What are the services offered at Rashid Hospital?

Rashid Hospital offers the following services:

- Anaesthesiology Services
- Cardiology (Heart) Services
- Interventional Cardiology Services
- Cardio-Thoracic (Heart and Chest) Surgery Services
- Critical Care Medicine Services (Surgical and Medical)
- Oral and Maxillofacial Surgery Services
- Dermatology Services
- Emergency Medicine Services
- Gastroenterology Services
- General Surgery Services
- Infectious Diseases Services
- Internal Medicine Services
- Mental Health and Psychology Services
- Neurology Medical and Surgical Services
- Trauma and Orthopaedic Surgery Services
- Physical Medicine and Rehabilitation Services
- Occupational Therapy Services
- Physiotherapy Services
- Anaplastology Services
- Sports Medicine Services

- Plastic Surgery Services
- Pulmonary (Respiratory) Disease Services
- General Radiology Services
- Interventional Radiology
- Vascular Surgery Services

How do I get to the hospital? Where exactly are you located?

Rashid Hospital is located between Al Riyadh Street, Al Ittihad Road, and Oud Metha Road in Umm Hureir 2. The Dubai Creek Park.

Click the links below for the exact location on Google Maps.

Main entrance: [Click here](#)

Emergency entrance: [Click here](#)

What are the working hours in Rashid Hospital?

Out-patient Clinics

Morning clinics

Mon - Thu 8:00am - 2:30pm

Fri 8:00am - 2:30pm

Afternoon clinics

3:00pm - 9:30pm

In-patient Services

24/7

Emergency Services

24/7

Administrative Services

Mon-Thu 07:00-15:00

Fri 7:00-11:30

Which are the accepted insurance companies at Rashid Hospital?

NEXTCARE

GN-GN+ Orient-Allianz Worldwide Care (AWC) Cards: Comprehensive-Standard

NAS

EN-CN-GN

ADNIC

Gold-Platinum

PENTACARE

Penta Plus-Penta 1-Penta 2

NEURON

Comprehensive-Gold-Silver-HHPO-Premium-Labour Affairs

AL BUHAIRA

Comprehensive-Comprehensive Plus

AETNA

No Tier on Card-Tier 1-Tier 2

VIDAL HEALTH

Comprehensive-General

GLOBEMED GULF

Platinum-Diamond

METLIFE

VIP-Gold

AAFIYA

Elite

IRIS

Titanium-Gold-Silver

SAICO

Gold

OMAN

Premium

AXA

Star-Star Plus-Star Seha

MEDNET

Gold-Silver Premium

NOW HEALTH

No Network-Restricted

ALMADALLAH

GN-GN+

WHEALTH INTERNATIONAL

Platinum-Diamond-Ruby

DAMAN

Exclusive 1-Exclusive 2-Comprehensive 1-Comprehensive 2 -Standard 1-Standard 2-Value 2-CoGenio Exclusive 1-AN Exclusive 1-SEHA Prime-Exclusive 1 Prime - Comprehensive 2 Prime-Al Aman 2-Regional Plus ADNOC





INTERCONNECTED SERVICES



Services name	Name of related service
• Adult cardiology	• Referral from PHC* or emergency
• Adult critical care medicine	• As per clinical indication
• Adult gastroenterology	• Referral from PHC or emergency
• Adult general surgery	• Referral from PHC or emergency
• Adult orthopaedic surgery	• Referral from PHC or emergency
• Anaesthesiology services	• Before any surgical intervention
• Cardio-thoracic (heart and chest) surgery services	• Referral from PHC or emergency
• Dermatology services	• Referral from PHC or emergency
• General neurology	• Referral from PHC or emergency
• General physical medicine and rehabilitation	• Referral from PHC or specialist clinics
• General pulmonary (respiratory) disease	• Referral from PHC or emergency

*PHC: Primary Health Centre

Services name	Name of related service
• General radiology	• As per physician's order
• Infectious diseases services	• Referral from PHC or emergency
• Internal medicine services	• Referral from PHC or emergency
• Interventional cardiology	• Referral from PHC or emergency
• Interventional radiology	• As per physician's order
• Issue new/duplicate medical report	• Patient request through the physician
• Medical laboratory services	• As per physician's order
• Neurological surgery	• Referral from PHC or emergency
• Neuroradiology	• As per physician's order
• Occupational therapy	• Referral from PMR
• Oral and maxillofacial surgery	• Referral from PHC or emergency

Services name	Name of related service
• Pharmacy services	• As per physician's order
• Physiotherapy	• Referral from PMR
• Plastic surgery services	• Referral from PHC or emergency
• Anaplastology	• Referral from PMR
• Psychiatry	• Referral from PHC or emergency
• Psychology	• Referral from PHC or emergency
• Sports medicine	• Referral from PHC or specialist clinics
• Surgical critical care	• As per clinical indication
• Vascular surgery services	• Referral from PHC or emergency