







LATIFA WOMEN & CHILDREN HOSPITAL

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS

-  LOCATION
-  E-MAIL
-  TELEPHONE
-  FAX






TIMING

-  TIMINGS

FOR WHOM?

-  WOMEN
-  CHILDREN
FEMALE AND MALE
(AGE 0-12)
-  PEOPLE OF
DETERMINATION

INFORMATION RECEIVED BY

-  WEBSITE
-  SERVICE CENTRE
-  CALL CENTRE
-  DHA APP.
-  TYPING
CENTRE

PAYMENT METHOD

-  CREDIT CARD
-  CASH
-  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.

LATIFA WOMEN & CHILDREN HOSPITAL



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

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

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

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

Contacts



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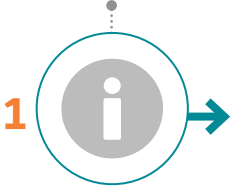


Emergency 24/7



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.



2 |

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).



Rehabilitation

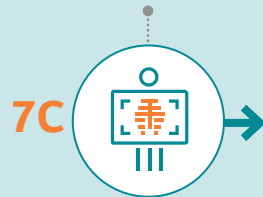


Rehabilitation

The patient checks into the Rehabilitation Section, (if required). It requires a referral from the physician.



Radiology



Taking diagnosing via images

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



Registration/Payment



Counter in the registration area

The patient provides one of the following documents and pays the required fees:

- Valid Emirates ID
- Health card number
- Insurance card
- Valid passport (for visitors)
- UAE driving licence
- GCC card



Nurse assessment



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



Nutrition



Dietitian assessment

With a referral letter from the physician, the dietitian assesses the patient and prescribes nutrition supplements (if required).



Pharmacy



Receiving medication

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



Registration counter



Follow-up appointment

The patient books a follow-up appointment as per the physician's order (if required).



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 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

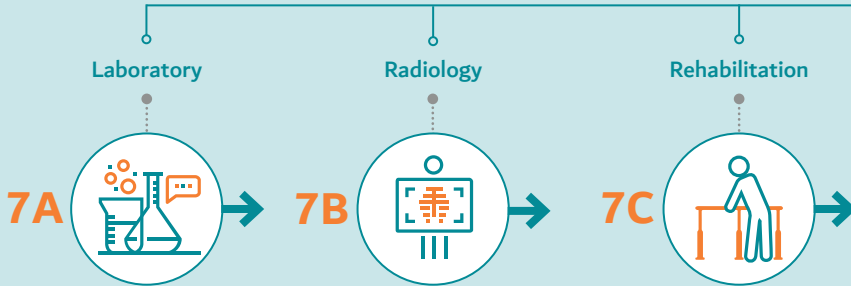


Physician assessment

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

7A

Giving samples

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



Radiology

7B

Taking diagnosing via images

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



Rehabilitation

7C

Rehabilitation

The patient receives the treatment after the referral order from the treating physician in the ward (if required).



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)
- Driving licence
- GCC card



Payment

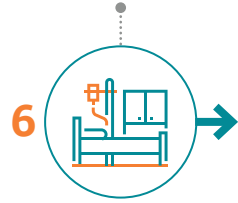


Cashier counter

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.



Nutrition



Dietitian Assessment

With a referral letter from the physician, the dietitian assesses the patient and prescribes nutrition supplements (if required).



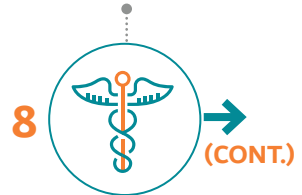
Care provision



Receiving medical care (if required)



Pharmacy



Receiving medication

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



CUSTOMER JOURNEY IN-PATIENT (CONT.)

Payment



Cashier counter

Once the physician permits the discharge from the hospital, the patient will proceed to the cashier counter to clear payment of the fees (if required).



Follow-up appointment



Booking the appointment

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



Receiving discharge instructions



Discharge from the hospital



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



8

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 lab for imaging diagnosis (if required).



Discharge



The patient is discharged depending on results.

or Admission



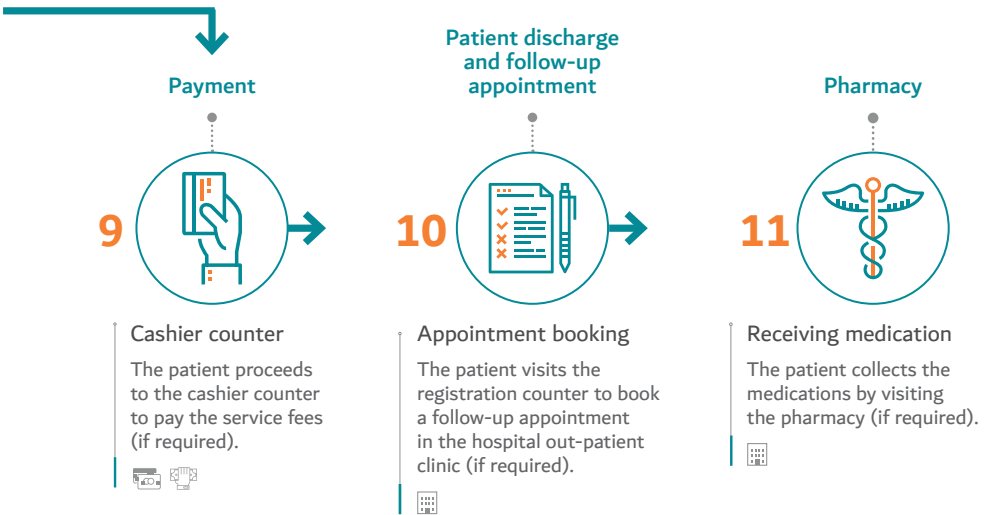
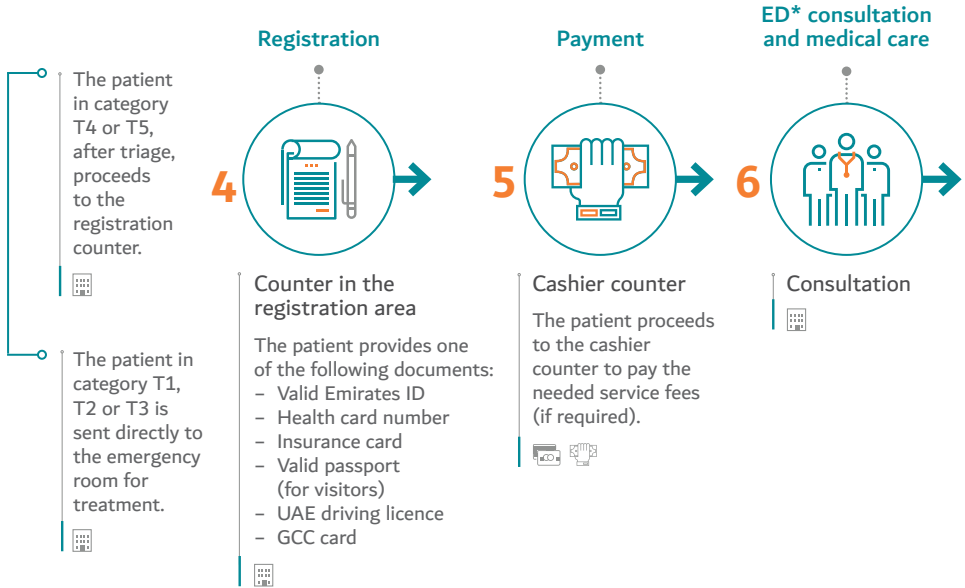
ED referral for the patient admission.

or Transfer



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

*ED: Emergency Department



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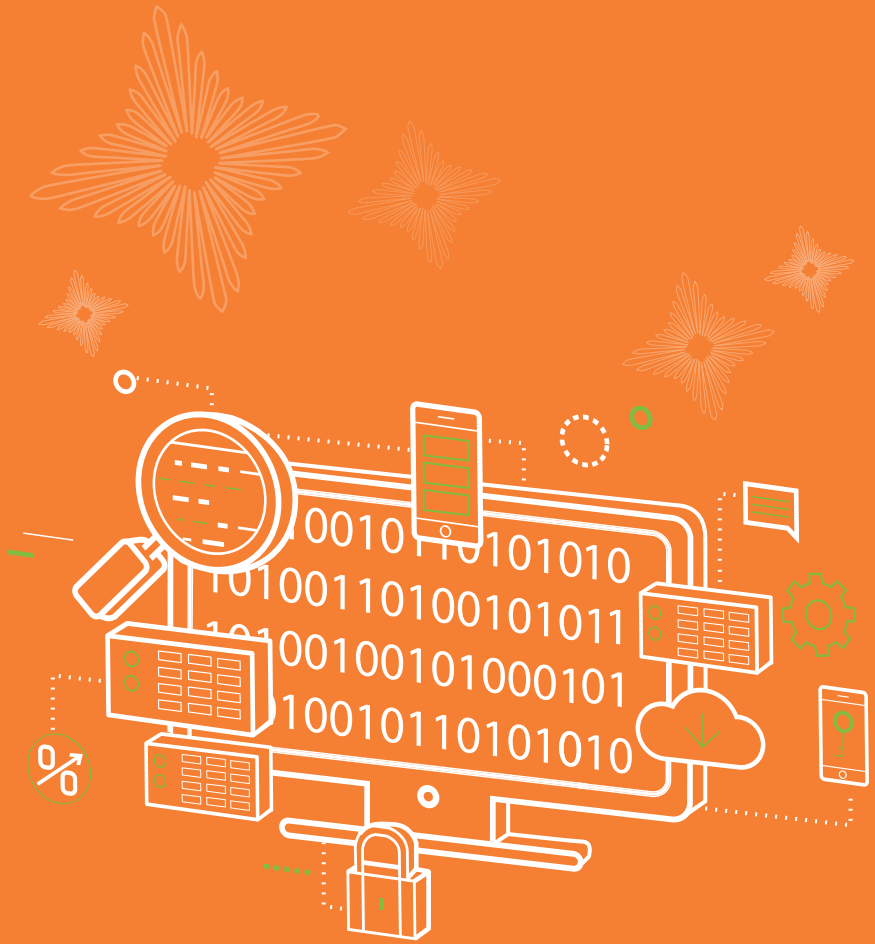
FACILITY FAQ

Facility FAQ

Facility FAQ for Happiness Centre

INTERCONNECTED SERVICES

Interconnected Services





ADMINISTRATION SERVICES



Create/Renew Health Card

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.

For Whom?

UAE Nationals



Residents



GCC Citizens



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
7:30am - 3:00pm
Fri
7:30am - 11:30pm

Emergency 24hrs
for patients only

Delivery Time

10 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

Birth Certificate (New/Modify/Lost Services)

For Whom?

UAE Nationals
Residents
Expats
Visitors



A birth certificate in Arabic is issued according to the jurisdiction in the hospital in which the delivery took place. An English version is provided, as a reference if requested.

The birth certificate includes the following data:

- Child's name, father's name, mother's name
- Nationalities of both parents
- Religion
- Child's date of birth of the Hijri and Gregorian years
- Place of birth
- Issuance and signature of the employee and the approval of the Director and seals

Customers can apply for:

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

Walk-in



Mon -Thu
7:30am - 3:00pm
Fri
7:30am - 11:30pm

Delivery Time

10 minutes

Documents Required

UAE Nationals

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

Residents

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

Expats/Visitors

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

Issuance of Lost Birth Certificate for the concerned person outside the country

Provide all the below documents and submit:

- An authorisation letter from birth certificate owner mentioning the authorised person's full name and completed attestations as below:
 1. UAE consulate attestation from the foreign country
 2. Ministry of Foreign Affairs attestation in UAE
- Valid passport copies for the parents and the birth certificate holder

Additional Documents

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

Service Charges

70AED

new certificate

70AED

lost certificate

70AED

extra copy certificate

Payment Methods



Happy Babies

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

The package includes the following services:

- Issuance of birth certificate
- Issuance of health card
- Adding newborn in the family book
- Adding newborn in Population Register Programme
- Issuance of passport for newborn

Our partners: Federal Authority for Identity and Citizenship

For Whom?

UAE Nationals



Walk-in



Sun - Wed
7:30am - 2:00pm

Documents Required

- Both parents valid original passports + copy
- Both parents valid original Emirates ID + copy
- UAE citizenship or family book+ copy
- Original marriage certificate for the first child + copy

Delivery Time

4 hours

Service Limitations

The service is limited only for the UAE National admitted mothers and UAE National newborns

Notes

One of the parents will be notified that the hospital photographer will take a picture of the newborn for processing the passport

Service Charges

171.25AED

for a package

55.25AED

Passport

70AED

Birth certificate

21AED

Delivery charges

25AED

Health card

Payment Methods



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



Mon -Thu
7:30am - 3:00pm
Fri
7:30am - 11:30pm

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

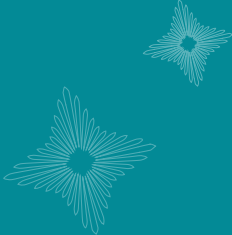
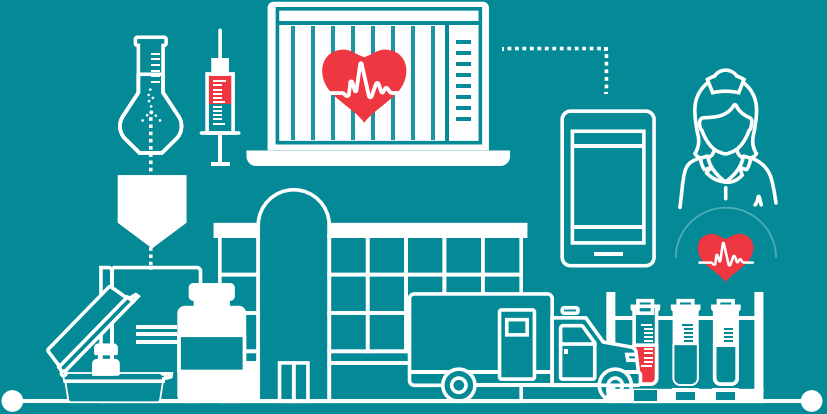
Service Charges

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

For Whom?

UAE Nationals

Residents

Expats

Visitors



Anaesthesiology services provide anaesthesia care starting from the period before operation by examining the patient to determine the optimal method of anaesthesia. It extends to the intraoperative period and postoperative pain management and stabilisation.

Anaesthesia services include but are not limited to:

- General Anaesthesia
- Regional like epidural/caudal or spinal
- Procedural sedation in addition to labour analgesia

Emergency services available for obstetric, gynaecology and paediatrics 24/7.



24/7

Emergency cases

Pre-Anaesthesia Clinic

Mon - Wed - Thu

8:00am - 1:00pm

Delivery Time

Depends on each case

Pre-Anaesthesia Clinic

20 minutes



Adult Critical Care Medicine (for pregnant women only)

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

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

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



Walk-in



24/7

Delivery Time

Depends on each case

Gynaecology and Obstetric

Those services accept directly all obstetric and gynaecologic emergencies.

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

For Whom?



UAE Nationals
Residents
Expats
Visitors

Test Results

- Test results can be viewed through the DHA App.

Walk-in



24/7

Delivery Time

Depends on each case

Antenatal Care Package

This package is shared with Primary Healthcare facilities. It is designed for pregnant women by providing medical information and comprehensive tests to insure mother and baby's wellbeing throughout the pregnancy.

The mother will receive an education about biological and physiological changes during pregnancy, in addition to a healthy nutrition and lifestyle.

The package includes the following:

- Consultation Specialist (1 visit)
- Consultation GP (10 visits)
- Complete blood count test (2)
- Blood typing ABO (1)
- HVI-1/HIV-2 (1)
- Hepatitis B test (1)
- Rubella test (1)
- Syphilis test (1)
- Urine test (1)
- Glycosylated hemoglobin test for diabetes
- Viral test (1)
- Ultrasound scan (2)
- physical exercise (2)
- Foetal contraction stress test (1)

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

For Whom?

Residents

Expats



Mon-Tue -Thu
8:00am - 2:30pm
Wed
9:00am - 2:30pm
Fri
8:00am - 11:30am

Delivery Time

30 minutes

Service Limitations

This package is exclusive:

- For non-UAE Nationals
- Wives of UAE Nationals if not holding DHA health card
- The package does not include pregnancy with complications

Service Charges

5000AED

250AED

single consultation

Payment Methods

The Urogynaecology Service for Female

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

For Whom?

UAE Nationals
Residents
Expats
Visitors



Wed
7:30am - 2:30pm

Delivery Time

60 minutes

Female Pelvic and Reconstructive Surgery

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

For Whom?

UAE Nationals
Residents
Expats
Visitors



Wed
9:00am - 10:00am
Fri
8:00am - 10:00am

Delivery Time

30 minutes

Feto-Maternal Medicine

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

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

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

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

For Whom?



UAE Nationals
Residents
Expats
Visitors



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

Delivery Time

30 minutes

Obstetrics and Gynaecology Services

For Whom?

UAE Nationals

Residents

Expats

Visitors



Mon-Tue -Thu
8:00am - 2:30pm
Wed
9:00am - 2:30pm
Fri
8:00am - 11:30am

Delivery Time

30 minutes

These services include:

Basic and routine obstetrics care:

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

Basic and routine gynaecology services:

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

Specialised obstetric services:

- Specialised combined ante-natal clinics (diabetic ante-natal clinic, rheumatology ante-natal, cardiac ante-natal)
- Foetal echo clinic
- Foeto-maternal unit
- Early pregnancy assessment unit

Specialised gynaecologic services:

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

Gynaecic Oncology Service

This service is provided in case of gynaecological malignancies at Latifa Hospital.

It covers cases which need further specialised management according to the diagnosis.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Sun
8:00am - 1:00pm

Delivery Time

20 minutes

High Risk Pregnancy and Seriously Adherent Placenta

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

For Whom?

UAE Nationals

Residents

Expats

Visitors



Walk-in



24/7

Delivery Time

Depends on each case

Internal Medicine for Obstetric

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

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

For Whom?



UAE Nationals
Residents
Expats
Visitors



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

Delivery Time

30 minutes

32 |

Minimal Access Surgery (Female)

For Whom?

UAE Nationals
Residents
Expats
Visitors



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

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

By complying with the COEMIG requirements, surgeons and facilities demonstrate a commitment and ability to consistently deliver the highest level of minimally invasive gynaecologic surgical care possible.

It signifies that the facilities and surgeons are among the best in the specialty.

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

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

Appointment



Tue
8:00am - 2:30pm
Wed
9:00am - 2:30pm

Delivery Time

Depends on each case

For Whom?

UAE Nationals
Residents
Expats
Visitors



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

Delivery Time

30 minutes

Neonatology Services

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

In addition, immediate specialty consultation is given to particular neonatal cases (e.g. ophthalmology, cardiology, nephrology,

neurology). The unit also provides newborn screening for hearing and critical congenital heart disease; in addition to the National Newborn Screening Programme for Inborn Error of Metabolism to ensure that all affected infants receive early and appropriate confirmatory testing, counselling, and treatment.

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

Test Results

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

service limitation

this service is provided for new - born who are delivered in latifah hospital only.

Additional Documents

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

- The child's vaccination book





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

Preparation Steps

Depends on the requested test

Test Results

- Tests results can be viewed through the DHA App.
- Contact by phone in case additional samples are required
- Tests may be sent overseas if they are not available locally

Additional Documents

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

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

For Whom?

UAE Nationals
Residents
Expats
Visitors



Walk-in



24/7

Some tests may require to make an appointment (e.g. GTT Test, Semen analysis, Sweat Chloride)

Delivery Time

Depends on each case

Women's Mental Health Service

Women's reproductive cycle changes, hormones, and life experiences can affect their susceptibility to emotional disturbances, and can affect their decisions about medications and other forms of treatment. This service intended to meet the unique needs of women with anxiety, stress, depression and other mental health problems.

For Whom?

UAE Nationals

Residents

Expats



Mon - Thur
7:30am - 3:00pm
Fri
7:30am - 11:30pm

Delivery Time

45 - 60 minutes

Nutrition and Clinical Dietetics

For Whom?

UAE Nationals
Residents
Expats
Visitors



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

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

Nutrition and Dietetic services includes but not limited to:

- Managing nutritional assessment and evaluation
- Managing nutrition therapy care plans for out-patients (including issuing nutrition supplements)
- Managing nutrition therapy care plans for in-patients (oral meals, oral nutrition supplements and parenteral /enteral nutrition)
- Nutrition education and awareness



Child nutrition

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

For gynaecological diseases

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

Delivery Time

New cases 30 minutes
Follow up 15 minutes

Test Results

- Test results can be viewed through the DHA App.

Pharmacy

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

For Whom?



UAE Nationals
Residents

Visitors



Walk-in



24/7

Delivery Time

5-10 minutes

General physiotherapy and Rehabilitation

For Whom?

UAE Nationals

Residents

Expats



General physiotherapy and Rehabilitation services include but are not limited to:

- Pelvic floor rehabilitation
- Musculoskeletal therapy and Therapeutic ultrasound
- Respiratory physiotherapy
- Electrotherapy
- Kinesio taping, KT taping
- Antenatal and postnatal rehabilitation



Mon - Thu
7:30am - 3:00pm
Fri
7:30am - 11:30pm

Delivery Time

up to 60 minutes

Occupational Therapy

Occupational therapy services provide techniques that help restore, strengthen and enhance the capacity of newborn and infant patient's functional performance to improve self-care and maintain the skills for daily activities.

Preparation Steps

Patient must be fed one hour before starting the treatment session

For Whom?

UAE Nationals

Residents

Expats



Mon - Thu
7:30am - 3:00pm
Fri
7:30am - 11:30pm

Delivery Time

45 minutes

Service Limitations

- Session will be discontinued if the patient is severely sick like having high fever
- Medically unstable patients
- Paediatrics patients above 2 years old

Newborn and Infant Rehabilitation

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

Preparation Steps

Patient must be fed one hour before starting the treatment session

For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon - Thu
7:30am - 3:00pm
Fri
7:30am - 11:30pm

Delivery Time

45 minutes

Service Limitations

Session will be discontinued if the patient is severely sick like having:

- high fever
- Medically unstable patients

Speech and Swallowing Therapy

Speech & Swallowing therapy services provide treatment, support and care for newborns and infants with difficulties in feeding, swallowing and communication including speech or language disorders, eating, using various method that include oral motor exercises to strengthen the muscles used in speech.

For Whom?

UAE Nationals

Residents

Expats



Mon - Thu
7:30am - 3:00pm
Fri
7:30am - 11:30pm

Delivery Time

45 minutes

Service Limitations

- Medically unstable
- Infants with severe mental disability
- If the child is sleepy

General Radiology

General radiology services include but are not limited to:

- General X-rays, mobile X-rays, Fluoroscopy
- General Ultrasound
- GYN Ultrasound
- Neonate Ultrasound
- Portable Ultrasound
- Fetal Anomaly Scan
- Fetalechocardiography

Preparation Steps

Depends on the procedure

Test Results

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

Service Limitations

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

- Prosthesis
- Pacemaker
- Dental braces
- Morbid obesity

For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon - Thu
7:30am - 3:00pm
Fri
7:30am - 11:30pm

24/7 for urgent cases

Delivery Time

X-ray
10 - 15 minutes
Fluoroscopy
30 minutes
Ultrasound
20-30 minutes
Fetalechocardiography
60 minutes





FACILITY FAQ





How to transfer a medical file from hospital to hospital?

Proceed to registration counter and fill the “transfer form”.

What are the antenatal charges?

5000AED for the antenatal care package.

What are the delivery charges?

Proceed to cashier counter in the Happiness Centre to know all the details per case.

What are the visiting/consultation charges?

263AED

Are out-patient clinics available in the afternoon? weekends/holidays?

Official working hours are Sunday to Thursday - from 7:30am to 1:30pm.

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Can I deliver in the hospital without prior visits and consultations?

Yes, by proceeding to the Emergency Department.

How could I know the insurance coverage?

Refer to the insurance counters in the Happiness Centre.



What are the requirements to issue a lost birth certificate in case of the absence of both parents?

An authorised letter is required from the parents (father or mother) mentioning the authorised person's name with all attestations.

Can a birth certificate be issued if the expatriate's residency is expired or cancelled for both parents?

Yes, it is possible based on the following requirements:

- Original valid passports of both parent or Emirates ID
- Original marriage certificate with legal translation and attestations

Who is the authorised person to request and collect the birth certificate?

First degree relatives (parents) are the ones authorised to collect the birth certificates or an authorised person with an official Power of Attorney letter with attestations.

How can I collect or receive my medical report after working hours?

A customer can request and receive medical reports during working hours only. In addition, a new service is under process for an electronic request for medical reports.





INTERCONNECTED SERVICES



Services name	Name of related service
<ul style="list-style-type: none"> • Adult critical care medicine (for pregnant women only) 	<ul style="list-style-type: none"> • Obstetrics
<ul style="list-style-type: none"> • Anaesthesiology services 	<ul style="list-style-type: none"> • Obstetrics and gynaecology
<ul style="list-style-type: none"> • Antenatal care package 	<ul style="list-style-type: none"> • Obstetrics • Radiology • Rehabilitation • Laboratory
<ul style="list-style-type: none"> • Birth certificate (new/modify/lost services) 	<ul style="list-style-type: none"> • Obstetrics
<ul style="list-style-type: none"> • Child and family mental health services 	<ul style="list-style-type: none"> • Support service
<ul style="list-style-type: none"> • Foeto-maternal medicine 	<ul style="list-style-type: none"> • Obstetrics • Anaesthesia
<ul style="list-style-type: none"> • General obstetrics and gynaecology 	<ul style="list-style-type: none"> • Obstetrics
<ul style="list-style-type: none"> • General physical medicine and rehabilitation services 	<ul style="list-style-type: none"> • Obstetrics and gynaecology • Review with physiotherapy
<ul style="list-style-type: none"> • General radiology/ diagnostic radiology services 	<ul style="list-style-type: none"> • Obstetrics and gynaecology • Review with radiology
<ul style="list-style-type: none"> • Gynaecology and obstetric emergency 	<ul style="list-style-type: none"> • Obstetrics • Gynaecology • Anaesthesia • Critical care (for pregnant only)
<ul style="list-style-type: none"> • Gynoncolgy and benign tumour 	<ul style="list-style-type: none"> • Gynaecology • Minimally invasive • Anaesthesia
<ul style="list-style-type: none"> • Happy babies package 	<ul style="list-style-type: none"> • Obstetrics
<ul style="list-style-type: none"> • Health card: create/renew health card 	<ul style="list-style-type: none"> • Obstetrics
<ul style="list-style-type: none"> • High risk pregnancy and morbidly adherent placenta 	<ul style="list-style-type: none"> • Obstetrics and gynaecology

Services name	Name of related service
<ul style="list-style-type: none"> Internal medicine for obstetric 	<ul style="list-style-type: none"> Obstetrics and gynaecology
<ul style="list-style-type: none"> Medical laboratory services 	<ul style="list-style-type: none"> Obstetrics and gynaecology Paediatrics Paediatrics surgery
<ul style="list-style-type: none"> Medical report: issue new/duplicate medical report 	<ul style="list-style-type: none"> All services in Latifa Hospital
<ul style="list-style-type: none"> Minimal access surgery (female) 	<ul style="list-style-type: none"> Anaesthesia Gynaecology Emergency
<ul style="list-style-type: none"> Neonatology Services 	<ul style="list-style-type: none"> Critical care
<ul style="list-style-type: none"> Nutrition and clinical dietetics services 	<ul style="list-style-type: none"> Obstetrics and gynaecology
<ul style="list-style-type: none"> Occupational therapy services 	<ul style="list-style-type: none"> Obstetrics and gynaecology Paediatrics Paediatrics surgery
<ul style="list-style-type: none"> Paediatric rehabilitation 	<ul style="list-style-type: none"> Review with physiotherapy
<ul style="list-style-type: none"> Pharmacy services 	<ul style="list-style-type: none"> Obstetrics and gynaecology Paediatrics
<ul style="list-style-type: none"> Physiotherapy services 	<ul style="list-style-type: none"> Obstetrics and gynaecology Review with physiotherapy
<ul style="list-style-type: none"> Prosthetics, orthotics and anaplastology services 	<ul style="list-style-type: none"> Review with physiotherapy
<ul style="list-style-type: none"> Speech therapy 	<ul style="list-style-type: none"> Review with physiotherapy
<ul style="list-style-type: none"> Urogynaecology/female pelvic and reconstructive surgery services 	<ul style="list-style-type: none"> Obstetrics and gynaecology