



GOVERNMENT OF DUBAI



DUBAI 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



CASH



CREDIT/VISA CARDS

CHEQUES

BANK TRANSFERS

INSURANCE



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 HOSPITAL



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800342



To call from outside UAE
+971 4 219 8888



24/7



Dubai Hospital is one of the largest specialist tertiary hospital in the UAE, Dubai.

The hospital was opened in March 1983 as part of Dubai Health Authority. It consists of 610 beds and 24 out-patient specialty clinics and 27/7 emergency department.

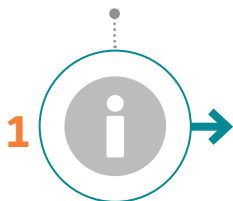
Dubai Hospital has several centres of excellence and provides comprehensive services in all healthcare disciplines relevant to the needs of the community. The centre of excellence includes the following:

- Cardiology centre
- Haematology & Oncology centre
- Nephrology centre
- Ophthalmology centre
- Rheumatology centre
- Nuclear medicine and molecular imaging centre
- Endocrinology centre

Dubai Hospital aims to provide easy accessible and high standard services to all Dubai and other emirates citizens.

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).



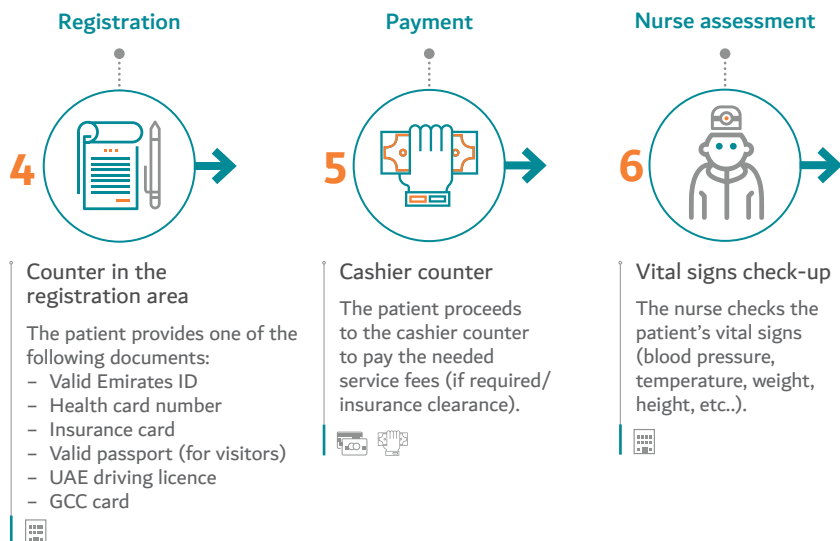
Laboratory



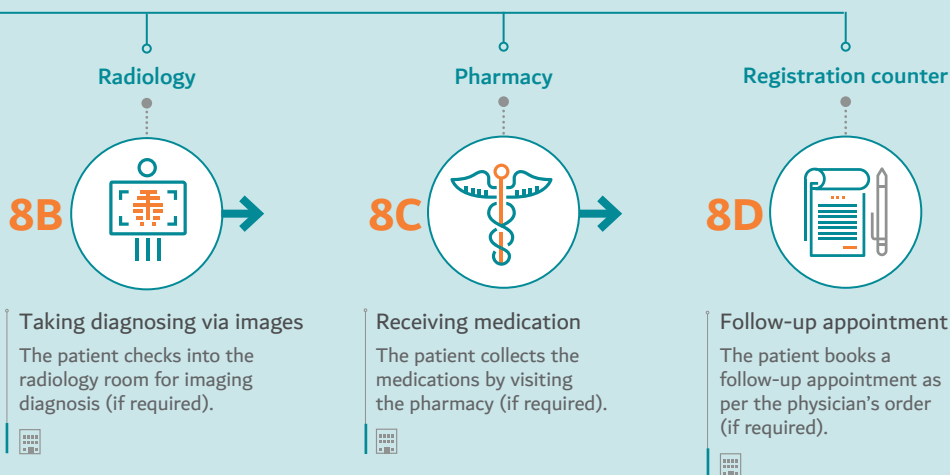
Giving samples

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





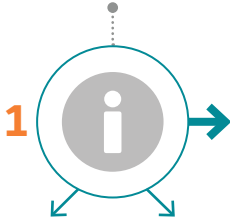
These steps are done when/if required



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

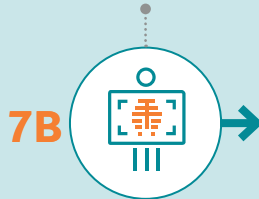


Giving samples

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

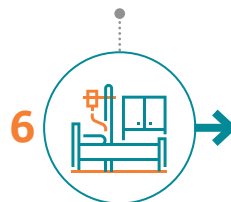


Cashier counter

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.



5

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



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.



Finding suitable parking

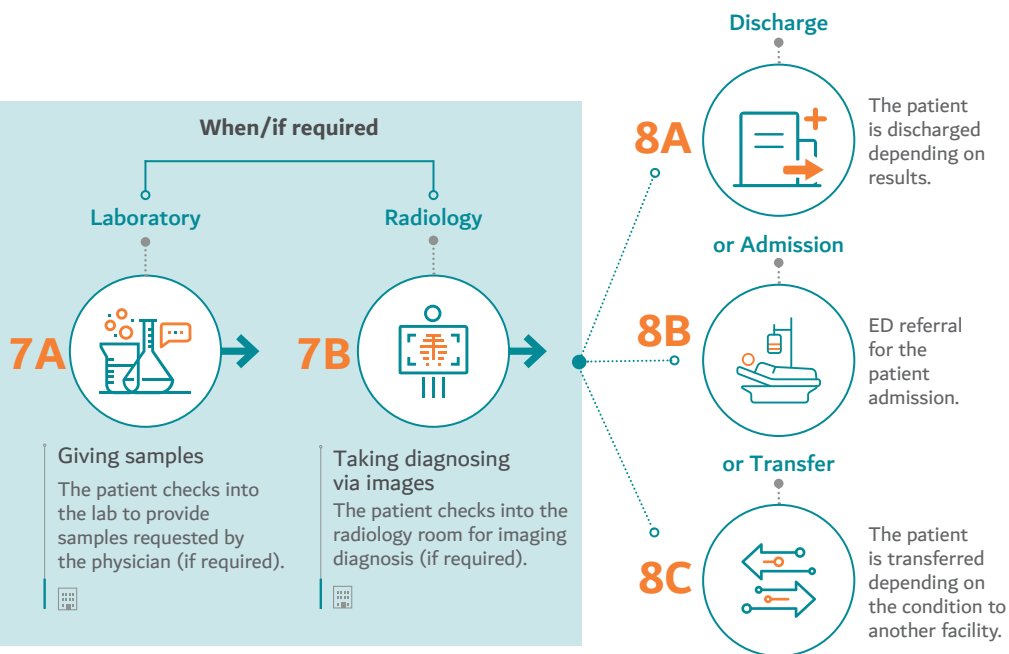
When the patient arrives at the hospital, a dedicated parking is available and accessible.



Nursing assessment



When/if required



Giving samples

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



Taking diagnosing via images

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



Discharge



The patient is discharged depending on results.

or Admission

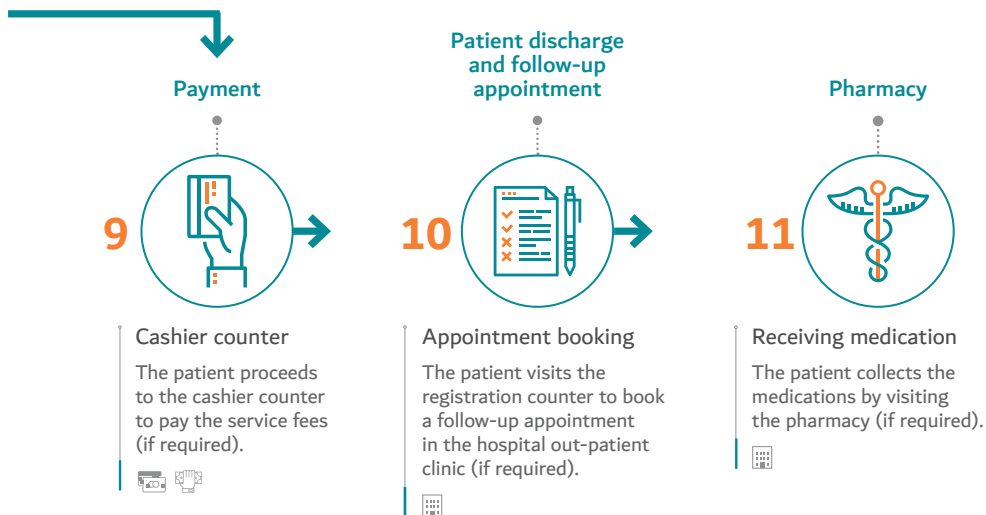
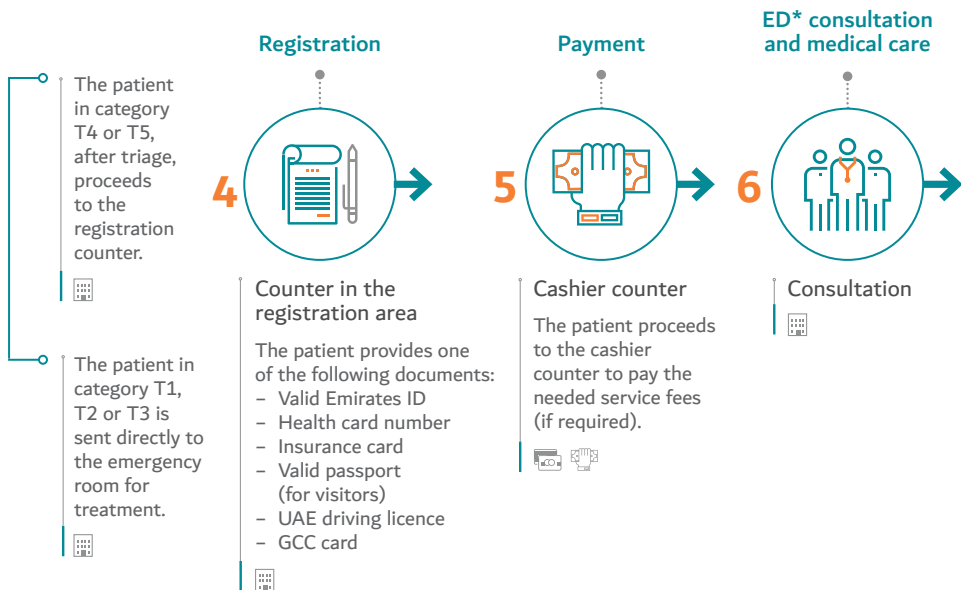


ED referral for the patient admission.

or Transfer



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



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Urology

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Nutrition and Clinical Dietetics

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Pharmacy

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Physical Medicine and Rehabilitation
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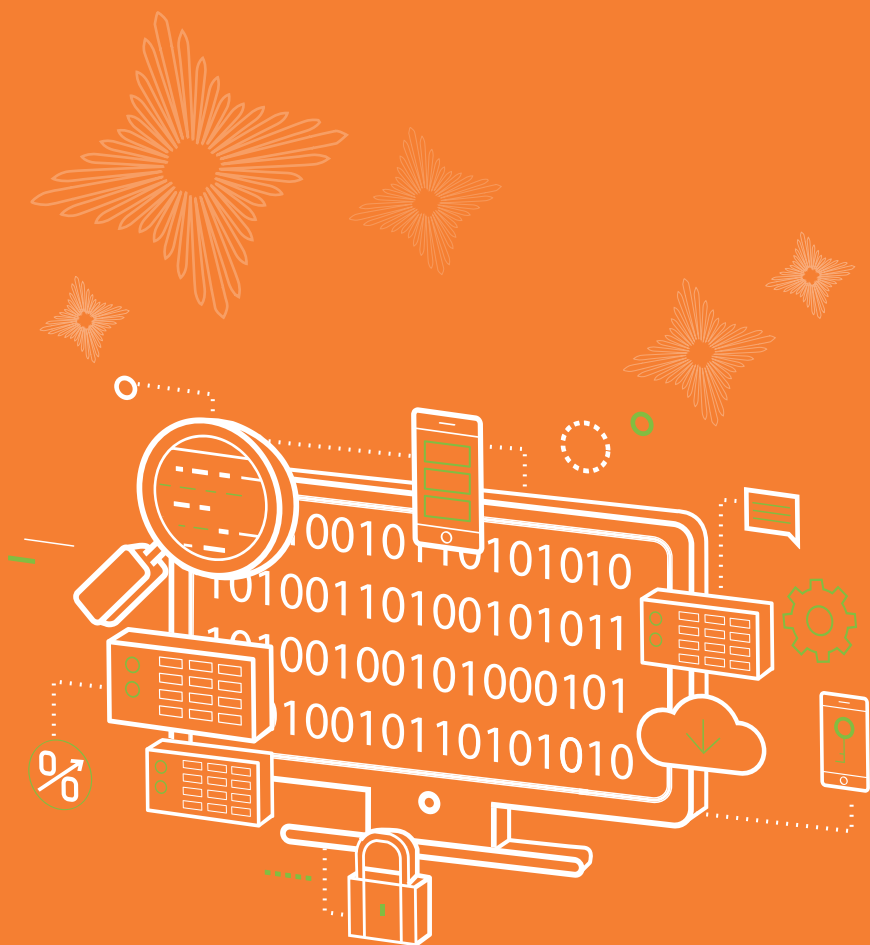
General Radiology

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
7:30am - 3:00pm
Fri
7:30am - 12:00pm

Emergency 24 hours for
emergency cases 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
- Original of Emirates ID for child + 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 is issued in the hospital in which the delivery took place. The certificate is being issued in Arabic and English languages. 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 new/modify or replacement a birth certificate for a newborn in Dubai hospital.
- The concern person or first -degree relatives or other representatives with official authorization letter can request the service
- For lost birth certificate services, the submission of police letter is a must
- old birth certificate from Al Makoum hospital from 30/12/1964 to 31/12/1979 can take delivery notification from Dubai hospital, the collection of birth certificate will be in Al Kuwait Hospital.
- old birth certificate for Rashid hospital for the year 1980 to be delivered from Dubai hospital.
- Old birth certificate for Al Maktoum hospital from 01/01/1980 to 21/05/1983 to be delivered from Dubai hospital.
- Old birth certificate for Rashid hospital for 01/01/1981 to 03/05/1986 to be delivered from Latifa hospital

Walk-in



Mon - Thu
7:30am - 3:00pm
Fri
7:30am - 12:00pm

Delivery Time
20 minutes

Service Charges

50AED

New issuing+ 10AED service fees

70AED

lost/replacement/ modify (applicable for
birth certificate that was issued prior to 20/06/2021)

New birth certificate: credit card ONLY
replacement/ modify/lost: credit card and cash

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



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 - 12:00pm

Note: This service is available online by DHA website patients 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
- 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

Issue New/Duplicate Medical Report

Documents Required (one of the following)

- Original Emirtes ID (for patient + applicant)
- Original passport for patient and applicant (for visitor only)

Patient who is outside country:

- Legal authorization is required if first degree relative is not provided (shall be authorized by Ministry of foreign affairs)
- Consulate can request a medical report for their people who are outside the UAE
- Deceased patient (approval from DHA legal affair is required)

Issue a New, copy or replacement of Death Certificate

This notification is issued for the death cases inside the Hospital Facilities that came to Hospital

Service delivery procedures and steps:

This service means issuing the death notification to the deceased cases inside the hospital.

- Official declaration of death by the physician.
- Ask the family or the person accompanying to bring the required document.
- Complete death notification documentation in SALAMA.
- Direct them to the mortuary to complete the formalities.
- Present ID as an proof of relative/ close friend in the mortuary.
- Complete the financial clearance.
- In any other case, the client is directed to the Births and Deaths Registration Committee.

For Whom?

UAE Nationals
Residents
Expats
GCC Citizens



Walk-in



This service is available for 24/7 (new request)
This service is available for 24/7

Documents Required (one of the following)

- Personal identification of the deceased patient (Emirates ID / passport)

Delivery Time

20 minutes

Service Charges
65AED

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.

For Whom?

UAE Nationals

Residents

Expats

Visitors



Pre-anesthesia clinic:

Mon - Thu

7:30am - 3:00pm

Fri

7:30am - 12:00pm

Delivery Time

30 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 clinic
- 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
- Cardiac nuclear medicine, 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 3:00pm - 9:00pm

Tue 7:30am - 3:00pm

Anticoagulation

Mon 3:00pm - 9:00pm

EP/pacemaker

Wed 7:30am - 12:00pm

Heart failure

Thu 7:40am - 3:00pm

Cardiac rehabilitation

Tue -Wed 7:30am - 3:00pm

Fri 7:30am - 12:00pm

Delivery Time

New Appointment

30 minutes

Follow-up

15 - 20 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

Service Charges

FREE

UAE national
GCC residence

255AED

Self pay consultation
or Non-UAE national:
covered by insurance

Cardio-Thoracic (Heart and Chest) Surgery

Our services include but are not limited to:

Providing care to patients requiring cardio-thoracic and anaesthesia including:

- Off pump or on pump Valvular heart surgery
- Ascending aortic dissection/aneurysm repair
- Minimally invasive cardiac surgery (MICS) {mitral, tricuspid, ASD}
- Surgery for cardiac tumours
- Surgery for pulmonary emboli
- Surgery for infective endocarditis
- Paediatric and adult congenital heart surgery
- ECMO (Extra Corporeal Membrane Oxygenation) service for cardio or pulmonary failure cases
- Endoscopic vein or radial artery harvesting for CABG cases
- Thoracic surgery services including: lung and mediastinal tumours surgery, lung biopsy, decortication for lung infection (empyema) surgery
- as well as Video-Assisted Thoracic Surgery (VATS) for various lung conditions including pneumothorax

We also provide surgical backup and anaesthesia service for:

- TAVI, Watchman device, Mitral clip and Mitral ballooning procedures at Dubai and Rashid Hospitals
- Adult pacemaker programme including placement of CRTD devices for patients with failing hearts and for Cardioversion cases
- Paediatric Cath Lab services (including complex congenital anomalies, pulmonary artery stenosis, etc.)
- Cardiac anaesthesia backup for non-cardiac surgery procedures in OT

Covering referrals from private sector on cardiothoracic surgery cases

For Whom?

UAE Nationals

Residents

Expats

Visitors



cardic surgery

Mon 07:40am - 12:00pm

warfarine clinic

Mon 12:00am - 15:00pm

Delivery Time

New appointment

25 minutes

Follow-up

15 minutes

Test Results

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

Service Charges

FREE

UAE national

GCC residence

255AED

Self pay consultation
or Non-UAE national:
covered by insurance

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

Test Results

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

25

Note

Pregnant women only should refer to Latifa Hospital for these services

Oral and Maxillofacial Surgery

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:

- Temporomandibular joint managements
- Tooth extractions
- Dental implant removal
- Dental trauma management
- Oral inflammatory/Infection management
- Oral lesions management
- Pre-prosthetic surgery
- Surgical root canal treatment
- Oral rehabilitation under GA

For Whom?

UAE Nationals

Residents

Expats

Visitors



patients are being assessed and diagnosis in the PHC, patient who required a surgery is being referred to DH for a procedure only

Delivery Time

Depend on the service

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



General Emergency Medicine

General emergency medicine services include but are not limited to:

- Management of medical emergencies (cardiology, internal medicine, nephrology, oncology, endocrinology, rheumatology, haematology)
- Management of surgical emergencies (general surgery, cardiothoracic surgery, urology, ophthalmology, Ears/Nose and Throat (ENT))
- 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 all urgent/emergency care services, paediatrics emergencies of passengers and staff at Dubai international airport and Al Maktoum international airport.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Walk-in



24/7

Delivery Time

Depends on each case
(as per triage category)

Test Results

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

Service Charges

FREE

UAE national
GCC residence

187.50AED

Self pay consultation
or Non-UAE national:
covered by insurance

Obstetrics & Gynaecology Emergency

For Whom?

UAE Nationals
Residents
Expats
Visitors



Obstetrics & Gynaecology emergency services include but not limited to management of all obstetrics and gynaecology cases per hospital triage policy.

This include initial assessment, stabilisation, management of all urgent/emergency cases and directed admission to the specified ward. It also include management of all other semi emergency and walk-in clinic cases on out-patient bases.

Test Results

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

Walk-in



24/7

Delivery Time

Depends on each case

Service Charges

FREE

UAE national
GCC residence

187.50AED

Self pay consultation
or Non-UAE national:
covered by insurance

Paediatric Emergency Medicine

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

For Whom?

UAE Nationals
Residents
Expats
Visitors



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

Note

Paediatric trauma cases are referred to Trauma Centre - Rashid Hospital

For Whom?

UAE Nationals
Residents
Expats
Visitors



Endocrinology

Tue 3:00pm - 9:00pm

Fri 7:30am - 12:00pm

Diabetes clinic

Mon 7:30am - 3:00pm

Thyroid clinic

Wed 7:30am - 3:00pm

3:00pm - 9:00pm

New referral

Wed & Thu

3:00pm - 9:00pm

Combine clinic:

Diabetic nephrology

Mon 7:30am - 3:00pm

(fourth week of the month)

Diabetic/ANC

Mon 7:30am - 2:30pm

Diabetic educator

Mon & Wed

8:00am - 3:00pm

Tuesday 3:00pm - 9:00pm

Friday 8:00am - 3:00pm

Delivery Time

New appointment: 40 minutes

Follow-up: 30 minutes

Adult Endocrinology

General endocrinology and diabetes services include but are not limited to:

- General diabetes management
- Combined diabetes and nephrology clinic
- Combined diabetes and antenatal clinic
- Adolescence clinic (jointly with Paediatric Endo)
- Insulin pump clinic
- General endocrine clinic
- Thyroid clinic
- New referral clinic
- Ultrasound thyroid and parathyroid clinic
- Biopsy of thyroid tumours using ultrasound imaging
- Biopsy of lymph nodes using ultrasound imaging for thyroid cancer patients
- Obesity management services
- Hormone levels analysis (dynamic testing service)
- Management of pituitary disorders
- Management of adrenal disorders
- Management of men's health
- Management of female hormonal disorders
- Management of neuroendocrine tumours
- Diabetes education

Preparation Steps

For the first visit, patient must be fasting for 7-8 hours

Test Results

- Test results can be discussed with the physician when visiting the clinic

Additional Documents

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

Combined clinic:

FREE

UAE national

150AED

Self pay consultation or

Non-UAE national:

covered by insurance

Service Charges

FREE

UAE national

GCC residence

225AED

Self pay consultation or

Non-UAE national:

covered by insurance



Adult General Surgery

Adult general surgery services include but are not limited to:

- Acute care consultation in accident and emergency
- Elective bariatric consultations and surgeries in addition to being a referral centre for bariatric complications
- Proctology consultation and surgeries
- Hepatobiliary consultations and surgeries
- Gastro intestinal tract tumour surgeries
- Specialised hernia services consultation and surgeries
- Endocrine surgeries
- Breast surgeries
- Diabetic foot and wound care surgeries

For Whom?

UAE Nationals
Residents
Expats
Visitors



General surgery

Tue 3:00pm - 9:00pm

Bariatric surgery

Thu 7:40am - 3:00pm

Breast surgery

Mon & Wed

7:30am - 3:00pm

Hernia clinic

Wed

3:00pm - 9:00pm

Wound clinic

Mon

3:00pm - 9:00pm

Thyroid surgery clinic

Tue

3:00pm - 9:00pm

Delivery Time

Depends on each case

Preparation Steps

The night before the surgery

- Light meal for dinner with no alcohol
- Do not have anything to eat or drink after midnight
- Take a shower or bath and wash your body thoroughly using anti-bacterial soap the night before or the morning of surgery
- Stop taking all aspirin or other non-steroidal anti-inflammatory drugs, supplements and anticoagulant medications

Test Results

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

Service Charges

FREE

UAE national
GCC residence

255AED

Self pay consultation
or Non-UAE national:
covered by insurance

Clinical Haematology

For Whom?

UAE Nationals
Residents

Expats
Visitors



Haematology department provides services for diagnosis and treatment of all types of benign and malignant haematology. Treatments are offered according to the disease which can be as an in-patient for example: acute leukemia and highly aggressive lymphoma, or as an out-patient or in-daycare/infusion centre.

Procedures which are done in the department are:

- Bone marrow aspiration and trephine biopsy
- Lumbar puncture and administration of chemotherapy
- Transfusion of blood products
- Plasma exchange
- Red cell exchange transfusion for sickle cell disease
- Administration of chemotherapy, monoclonal antibiotics and other immunotherapies

Test Results

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



Hematology

Tue
7:30am - 3:00pm
Wed
3:00pm - 9:00pm

Delivery Time

New appointment
30 minutes

Follow-up
20 minutes

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance

Medical Oncology

Medical oncology services provided diagnoses, treatment and follow-up for cancer in adults using chemotherapy, hormonal therapy, biological therapy, targeted therapy, and immunotherapy.

Those services include but are not limited to:

- Breast cancer screening
- Bowel cancer screening
- Upper or lower GI endoscopy and bronchoscopy
- Comprehensive tumour board, genomic testing, second opinion
- Diagnostic imaging including X-ray, CT scan, MRI, ultrasound imaging, PET scan, PSMA PET scan, bone scan, radioiodine therapy and scan, lutetium therapy, and other radiological techniques as well as interventional radiology services.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon -Tue - Wed
7:30am - 3:00pm
Thu
3:00pm - 9:00pm

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

Service Limitations

Cases that requires radiation therapy since this modality is currently not available

Service Charges

FREE

UAE national
GCC residence

255AED

Self pay consultation
or Non-UAE national:
covered by insurance

Paediatric Haematology-Oncology

Paediatric haematology - oncology services provide the diagnosis, treatment and prevention of blood diseases (haematology) and cancer (oncology) in children in addition to research.

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



Ped hematology
Tue
8:00am - 3:00pm

Ped oncology
Mon
8:00am - 3:00pm

Delivery Time

New appointment
30 minutes

Follow-up
20 minutes

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance

Immunology and Allergy

Immunology services provide the diagnosis and treatment for immunodeficiency states and allergic conditions (such as: chronic sinusitis and allergic rhinitis, drug allergy, insect allergies and food allergies) in addition to offering specific tests like skin prick testing, challenging with an allergen and desensitisation for allergies.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon
7:30am - 3:00pm
Tue
3:00pm - 9:00pm

Delivery Time

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

Service Charges

FREE

UAE national
GCC residence

255AED

Self pay consultation
or Non-UAE national:
covered by insurance

Internal Medicine

Internal medicine services provide care and management of patients (both acute and chronic cases). In addition to pre-preparation consultative services for in-patient and out-patient clinics and reviewing surgical cases with medical condition in the pre and post-operative periods.

Those services include but are not limited to:

- Perform tests such as: peritoneal fluid aspiration, pleural tap, lumbar puncture, arterial blood sampling
- Perform diagnostic tests for various medical conditions (cardiovascular diseases, respiratory diseases, abdominal disease, etc.)
- Perform endoscopies

For Whom?

UAE Nationals
Residents
Expats
Visitors



Wed
7:40am - 3:00pm
Thu
3:00pm - 9:00pm

Delivery Time

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

Adult Nephrology

For Whom?

UAE Nationals
Residents
Expats
Visitors



Nephrology Clinic:

Tue 07:30am - 03:00pm

Thu 03:00pm - 10:00pm

Nephrology Renal School:

Thu 01:30pm - 02:00pm

(Second, fourth week of the month)

Nephrology vascular access:

Thu 11:30am - 02:00pm

(First & third week of the month)

Dialysis follow up:

Mon & Tue & Wed & Thu

10:00am - 02:00pm

and 04:00pm - 06:40pm

Fir 10:00am - 12:00pm

Combined clinic:

RHEUM & NEPH:

Wed 07:30am - 03:00pm

(first & third week of the month)

Diabetic & Nephrology:

Mon 07:30am - 03:00pm

(fourth week of the montht)

Delivery Time

30 minutes

Adult nephrology services include but are not limited to:

- Extra-corporeal blood purification for critical, unstable patients
 - Plasma exchange sessions for patients with autoimmune diseases
 - Kidney transplant follow-up and treatment of complication
 - Acute and chronic dialysis therapy in the form of haemodialysis or peritoneal dialysis
 - Diagnosis of acute kidney injury/chronic kidney disease
 - Diagnosis and treatment of nephritic syndrome
 - Conducting combined clinics to improve service like endo-nephrology, nephron-vascular and rheumatology-nephrology
 - Conducting pre-haemodialysis educational programme for patient in stage IV and V not on RRT
- In general wards:

- Plasma exchanged for patient with anti-immune, haematological condition Patient who need desensitisation prior to transplantation
- Diagnosis, treatment and follow-up of patient with all type of glomerulonephritis
- Diagnosis and management of AKI and CKD

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Preparation Steps

Visitors will be accepted for dialysis only in emergency conditions. They will be taken for dialysis on machine which is allocated for visitors from all over the world, who have initial negative testing for HIV, HBV and HCV.

Test Results

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

Combined clinic:

FREE

UAE national

150AED

Self pay consultation or
Non-UAE national:
covered by insurance

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance



For Whom?

UAE Nationals
Residents
Expats
Visitors



Antenatal

Mon & Tue & Wed
7:30am - 3:30pm

Gynecology

Thu 7:30am - 3:30pm

Early pregnancy

Tue 7:30am - 3:00pm

Fri 7:30am - 12:00pm

Fetal medicine

Wed & Thu 8:00am - 3:00pm

Fri 8:00am - 12:00pm

Infertility clinic

Fri 7:30am - 12:00pm

Infertility procedur

Sat to Thu 8:00am - 10:00am

Fri 8:00am - 12:00pm

Gynecology oncology clinic

Mon 3:00pm - 10:00pm

(second and fourth week of the month)

Combined clinic:

Urology & gynecology clinic

Tue 8:30am - 2:20pm

Antenatal & rheumatology

Tue 7:30am - 2:50pm

Antenatal & diabetic clinic:

Mon 7:30am - 2:50pm

Antenatal & cardiology

Wed 7:30am - 2:50pm

Delivery Time

30 minutes

Obstetrics and Gynaecology

General obstetrics and gynaecology 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 (see below)
- Delivery services (normal delivery and caesarean section with the needed care and services, e.g Anaesthesia)
- Ultrasound as part of radiology department services

Basic and routine gynaecology services:

- General gynaecologic consultation and services in women health issues (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)
- Fetal echo clinic
- Feta-maternal unit

Early pregnancy assessment unit specialised gynaecologic services:

- Endometriosis clinic
- Laparoscopy services and minimal access surgery
- Urogynaecologic services
- Colposcopy/cervical cytology services
- Ultrasound as part of radiology department services

Preparation Steps

Some tests and procedures (delivery) require fasting

For surgical procedures:

- Avoid using skin products such as deodorant, perfume, body lotion or powder
- Avoid shaving your operation site
- Remove all body jewellery

Combined clinic:

FREE

UAE national

150AED

Self pay consultation or
Non-UAE national:
covered by insurance

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance



Lactation Services

Education and counselling given to all pregnant women about baby friendly hospital initiatives in detail to give babies the best start in life. we assist and support women during post-natal period to protect, promote, and sustain successful breast-feeding practice. This helps to bring up healthy babies and happy families.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Additional Documents

- Medical record number or Emirates ID number

Walk-in



Out Patient
Mon - Thu
7:30am - 3:00pm
Fri
7:00am - 12:00pm
In Patient 24/7

Delivery Time

40 minutes

Service Charges

FREE

Ophthalmology (Adult/Paediatric)

Ophthalmology services include but are not limited to:

- Cataract surgery with intraocular lens implantation
- Paediatric ophthalmology
- Corneal transplantation operations
- Glaucoma screening and filtering surgery
- Orthoptic treatment and surgical correction and paralytic squint management for ocular motility disorders and squint in children
- Conduct ocular exams, with multifocal electroretinogram (mERG), Visual Evoked Potential (VEP), Optical Coherence Tomography (OCT)
- Retinal pathology treatment with anti-VEGF intra-vitreous injections, laser and surgical interventions
- Oculoplastic, orbits and reconstructive surgery including lacrimal via interventions
- Laser technology - argon, krypton, diode, Yttrium Aluminum Garnet (YAG). pattern laser
- Laser-Assisted In Situ Keratomileusis (LASIK) procedures

Test Results

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

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance

For Whom?

UAE Nationals

Residents

Expats

Visitors



Cornea cataract clinic

Mon 3:00pm - 9:00pm

Thu 7:40am - 2:20pm

Glaucoma catar

Mon-Tue 7:40am - 2:20pm

Wed 3:00pm - 9:00pm

Retina

Mon - Wed -Thu

7:40am - 2:20pm

3:00pm - 9:00pm

Fri 7:40am - 12:00pm

Oculoplastic

Tuesady 7:40am - 2:20pm

Wed 3:00pm - 9:00pm

Fri 7:40am - 12:00pm

Pediatric strabismus

Mon & Wed

7:40am - 2:20pm

Tue 3:00pm - 9:00pm

Fri 7:40am - 2:20pm

Delivery Time

20 minutes



Optometry

Optometry services provide primary eye and vision care, eye examinations to detect vision problems and prescription of corrective lenses to correct those problems in addition to orthoptic services.

Some of the performed tests include but are not limited to:

- Corneal topography
- Biometry
- Ophthalmic ultrasound scans
- Electrodiagnostic testing
- Visual field testing
- Contact lens fitting
- Fundus fluorescein angiographies

The services also offer the photography of the bottom of the eye, optic nerve and retina.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Walk-in



Mon - Thu
7:30pm - 3:00pm
Fri
7:30pm - 12:00pm

Delivery Time

15 minutes

Test Results

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

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance

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

Preparation Steps

Depends on each case

Test Results

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

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance

For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon & Wed
3:00pm - 10:00pm
Fri
7:40pm - 12:00pm

Delivery Time

New Appointment
30 minutes

Follow-up
20 minutes



Paediatric Orthopaedic Surgery

Paediatric orthopaedic surgery services provide the diagnosis, treatment, and management for children's musculoskeletal problems such as:

- Limb and spine deformities since birth.

For Whom?

UAE Nationals

Residents

Expats

Visitors



Tue & Thu
7:40pm - 3:00pm
Fri
7:40pm - 12:00pm

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

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance



Audiology

Audiology services provide newborn screening, diagnosis, treatment and monitoring of disorders of the auditory and vestibular system portions of the ear.

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



Tue - Thu
3:00pm - 10:00pm

Delivery Time

40 minutes

Note

For newborn screening, only referral request is required

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance



Audio Vestibular Medicine

Audio vestibular medicine services provide the investigation, diagnosis, treatment and rehabilitation of both adult and children with hearing and balance 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



Mon - Thu
7:40pm - 3:00pm
Fri
7:30pm - 3:00pm

Delivery Time

30 minutes

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance

Otolaryngology (ENT)

General otolaryngology services include but are not limited to:

- Head and neck prosthetics post-surgery
- Hearing assessment for adult, children and newborns
- Laryngoscopy
- Evaluation of hearing and balance
- Diagnosis and management of voice disorders
- Diagnosis and management of swallowing disorders
- Phoniatrics and voice clinic
- Cochlear implant surgery
- Septoplasty surgery
- Surgery of vocal cords diseases
- Salivary gland surgery
- Tonsillectomy and adenoids surgery

For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon - Thu
7:40pm - 3:00pm
Fri
7:40pm - 12:00pm
Mon & Wed
3:00pm - 10:00pm

Delivery Time

20 minutes

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



Tue
7:30am - 3:00pm

Wed & Thu
3:00am - 10:00pm

Delivery Time

New Appointment
Depends on each case

Follow-up
30 minutes

Neonatology

Medical care for newborn infants, including premature newborn, extreme low birth weight, critically ill babies and referred cases from other hospitals.

Service includes invasive and non-invasive ventilation, high frequency ventilation, nitric oxide therapy, total body cooling, neonatal total parenteral nutrition, routine newborn and hearing screening, phototherapy and exchange transfusion.

Round the clock delivery room on call service is provided for high risk deliveries and babies in the postnatal ward.

In addition, immediate specialty consultation is given to particular neonatal cases (e.g. ophthalmology, cardiology, paediatric nephrology, paediatric surgery, paediatric neurology, ENT, paediatric gastroenterology). All discharged babies are followed-up in a dedicated neonatal out-patient clinic.

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).

Test Results

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

Additional Documents

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

- The child's vaccination book

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance

Rheumatology

Rheumatology services provide the diagnosis and management of patients with different rheumatological diseases and musculoskeletal complaints by performing thorough clinical evaluation and laboratory work.

Those services include but are not limited to:

- Early arthritis clinic
- Osteoporosis clinic
- Pregnancy rheumatic diseases clinic
- Nephrology and rheumatology clinic
- Ophthalmology and rheumatology clinic
- Musculoskeletal ultrasound clinic
- Joint aspiration (therapeutic and diagnostic)
- Intra-articular joint aspiration and injection
- Ascetic/pleural fluid aspiration (therapeutic and diagnostic)
- Lumbar puncture for diagnosis and treatment

For Whom?

UAE Nationals
Residents
Expats
Visitors



Rheumatology clinic
Mon & Thu

3:00am - 10:00pm

Rheumatology clinic
Wed & Thu

7:30am - 3:00pm

Early arthritis clinic

Wed 3:00am - 9:40pm

Fri 8:00pm - 12:00pm

Musculoskeletal USS clinic

Mon 3:00am - 10:00pm

Tue 7:30am - 3:00pm

Combined clinic:

Rheumatology-Nephrology

Wed 7:30am - 3:00pm

(first and third week of the month)

Rheumatology-antenatal

Tue 7:30am - 2:50pm

Test Results

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

Delivery Time

40 minutes

Combined clinic:

FREE

UAE national

150AED

Self pay consultation or
Non-UAE national:
covered by insurance

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance

Urology

Urology services provide the prompt and efficient diagnosis and management to patients with different urological disorders.

Those services include but are not limited to:

- Intravenous Urography (IVU) and Micturating Cystourethrogram (MCU)
- Urodynamics investigations
- Ureteroscopy and percutaneous nephrolithotomy for urinary stones
- Extracorporeal Shock Wave Lithotripsy (ESWL)
- Transurethral Resection (TUR) for prostatic diseases and bladder tumours
- Men's Health Clinic: surgical treatment of the Emergency Department
- Laparoscopy for nephrectomy, varicocele, ureterolithotomy, radical prostatectomy and pyeloplasty
- Circumcision procedures
- Onco-urology services
- Management of stones in children

For Whom?

UAE Nationals
Residents
Expats
Visitors



Urology clinic
Mon - Thu
7:40am - 3:00pm
Mon & Thu
3:00am - 10:00pm
Fri
7:30am - 3:00pm
Urology andrology
Mon
3:00am - 10:00pm

Delivery Time

20 minutes

Test Results

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

Service Charges

FREE

UAE national
GCC residence

225AED

Self pay consultation or
Non-UAE national:
covered by insurance



The background is a solid teal color. It is decorated with several white line-art flowers of varying sizes. In the top left, there is a large flower with many long, thin petals. To its right and slightly lower is a smaller flower. In the top right corner, there is another small flower. In the bottom right corner, there is a large flower similar to the one in the top left. In the bottom center, there are two small flowers. The text is centered in the middle of the page.

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

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

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

Psychology

For Whom?

UAE Nationals
Residents
Expats



Mon
8:00am - 3:00pm
(every alternate week)
Tue
8:00am - 3:00pm

Delivery Time

45-60 minutes

Psychology is the science that investigates how people think, feel and behave the way they do. Applied in a medical setting, the overall goal of psychology services is to provide specialised support and assistance to healthcare providers and their patients so that the patient's mental health needs are met within the context of their overall medical care.

The Psychology Section at Dubai Hospital operates under the premise that integrated healthcare is beneficial to both patient and provider as it enables caring for the whole patient, which in turn, improves illness-management outcomes. Psychology areas of emphases include but are not limited to: adjustment to chronic and acute illness, adherence to medical regimens, psychosocial and lifestyle factors affecting health and illness, issues related to pain management, coping and stress tolerance, end-of-life issues, psychosocial and familial stress, and the prevention of more serious mental health problems through early detection and intervention services.

Treatment services and interventions offered include, but are not limited to:

- Cognitive-behavioral therapies
- Behavioral interventions
- Supportive counselling
- Individual, couple and group therapies
- Psychological assessment
- Other specific interventions
- Consultations with interdisciplinary teams
- Liaison services between medical providers and patients and their families
- Staff in-service/training programmes and community initiatives

For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon - Thu
7:30am - 3:00pm
Fri
7:30am - 12:00pm

Delivery Time

30 minutes

Test Results

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

Preparation Steps

- Fasting
- Stop some medications as indicated
- Stop some types of food as indicated

Nuclear Medicine and Molecular Imaging

Nuclear medicine services provide the diagnosis and the comprehensive treatment to a variety of diseases (types of cancers, heart disease, gastrointestinal, endocrine, neurological disorders).

Those services include but are not limited to:

- Heart disease: myocardial perfusion scintigraphy
- Brain death and brain tumours: brain scintigraphy
- Gastrointestinal disorders: oesophageal reflux and transit time scintigraphy, gastric emptying scintigraphy, Meckel's diverticulum scintigraphy
- Hepatobiliary disorders: liver scintigraphy
- Infection/inflammation: labelled white blood cells scintigraphy, leuko scan
- Tumor markers: tumours scintigraphy, radioiodine therapy
- Lung disorders: lung ventilation and perfusion studies
- Bone disorders: bone scintigraphy, joint scintigraphy
- Kidney and renal disorders: renal scintigraphy, nuclear cystography
- Thyroid disorders: thyroid scintigraphy, radioiodine ablation
- Lymphatic system disorders: lymphoscintigraphy, sentinel lymph node scintigraphy
- Vascular disease: varicocele scintigraphy
- Others: dacryo scintigraphy, testicular perfusion scintigraphy

Molecular imaging-PET-CT services

- PET/CT Clinic
- FDG-PET-CT for adult and paediatric
- Ga-68-PMSA-PET/CT scan (prostate cancer)
- Ga-68-DOTATOC-PET/CT scan (neuroendocrine tumours)
- F18-FDG-PET-CT cardiac viability

Radionuclide and molecular therapy services:

- Thyroid cancer clinic
- Radioiodine therapy of thyroid cancer
- I-131 MIBG therapy for neuroendocrine tumours
- LU177-PMSA-prostate cancer therapy
- I-123 thyroid cancer diagnosis scan
- Bone pain palliation (Samarium153, Rhenium 188)

BMD services for adults and Paediatrics

For Whom?

UAE Nationals

Residents

Expats

Visitors

**General Dietetic Clinic**

Mon, Wed and Thu

7:40am - 3:00pm

Fri

7:30am - 12:00pm

Paediatric Dietetic Clinic

Tue

8:00am - 3:00pm

Nutrition Store Service

Mon - Thu

8:00am - 3:00pm

Fri

8:00am - 12:00pm

Delivery Time

30 minutes

Nutrition and Clinical Dietetics

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.

Those services include but are not limited to:

- Provide crucial support to all specialties by assessing, monitoring and optimising the nutritional status of patients, including those who require tube feeding and apurtenances
- Nutrition assessment for in-patients and out-patients to provide proper intervention
- Patient and families education and counselling session
- Organise the nutrition public awareness for customers

Test Results

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

Service Charges

FREE

UAE national
GCC residence

175.50AED

Self pay consultation or
Non-UAE national:
covered by insurance



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

10 minutes

Physical Medicine and Rehabilitation

Physical medicine and rehabilitation services include but are not limited to:

- Physical medicine & rehab consultation and prepare rehab plan for paediatric and adult musculo-skeletal and neurological disorders
- Physical medicine & rehabilitation consultation and prescription of required medication
- Evaluation prescription and supervision of rehabilitation programme
- Musculoskeletal ultrasonography as bedside diagnosis for MSK conditions
- Ultrasound guided intra-articular injections and soft tissue injection (bursa, tendon etc)
- Regenerative medicine including platelet rich plasma

For Whom?

UAE Nationals
Residents
Expats



Mon - Thu
7:30am - 3:00pm
Fri
7:30am - 12:00pm

Delivery Time

New appointment
45 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

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.

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
7:30am - 3:00pm
Fri
7:30am - 12:00pm

Delivery Time

45-50 minutes

Service Limitations

- Session will be discontinued if the patient is severely sick like having high fever
- Medically unstable patients
- Patients with communicable diseases

For Whom?

UAE Nationals
Residents
Expats



Mon - Thu
7:30am - 3:00pm
Fri
7:30am - 12:00pm

Delivery Time

30 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:

- Electrotherapy
- Kinesiotherapy
- Hydrotherapy
- Chest Physiotherapy
- Pre and post-operative musculoskeletal rehabilitation
- Sports injury rehabilitation
- Neuro-rehabilitation
- Spinal decompression therapy
- Extra-corporeal shock wave therapy for musculoskeletal condition
- Isokinetic assessment
- Woman's health and pelvic floor 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

Service Charges

FREE

UAE national
GCC residence

175.50AED

Self pay consultation or
Non-UAE national:
covered by insurance

Speech Therapy

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

For Whom?

UAE Nationals
Residents
Expats



Test Results

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



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

Delivery Time

New Appointment
30 minutes

Follow-up
30 minutes

Service Limitations

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

Service Charges

Free for UAE Nationals

192AED

per session for expatriates usually covered
by insurance companies

Payment Methods



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
- Mammography - diagnostic mammography and biopsy service

(Note: Some of the above-specialised services may not be available in all the centres/hospitals. The practitioner shall refer accordingly)

For Whom?

UAE Nationals

Residents

Expats

Visitors



Mon - Thu

7:30am - 3:00pm

Fri

7:30am - 12:00pm

Mon - Thu (MRI only)

8:00am - 8:00pm

Fri

7:30am - 12:00pm

emergency and inpatient services is 24/7

Delivery Time

Depend on the service

Preparation Steps

Depends on the procedure/operation type

Test Results

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

Service Limitations

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

- Prosthesis
- Pacemaker
- Dental braces







FACILITY FAQ





What are the required documents to issue birth certificate/health card and to renew medical report?

Available in Dubai Hospital service catalogue.

What are the required time/days to complete a service?

Available in Dubai Hospital service catalogue.

What is the waiting time for services completion?

Available in Dubai Hospital service catalogue.

How to take an appointment?

- Visit the nearest PHC to get a referral letter
- Call DHA800 for appointment or visit DH personally

What are the services prices?

Available in Dubai Hospital services catalogue.

What about physician names and profiles?

List of Dubai Hospital physicians names and the clinic name is shared with DHA Call Centre regularly.

What are the working hours?

Dubai Hospital provides: 24/7 services for ER/In-patient areas

Out-patient: each clinic timing is available in the service catalogue.

Where are the clinics' location?

Patients are guided while in Dubai Hospital toward the exact clinics location.

What are the visiting hours for children?

(4:00pm - 8:00pm)

Due to covid-19 pandemic, visiting hours for children is suspended until further noticed

How do I follow-up on requested services?

Each service has a specific turnaround time which is well explained to the customer upon application for the service (e.g. the medical report would be completed within 10 days). Once

the service is completed, the customer will receive an SMS.

Is there a printing machine available?

In alignment with Dubai paperless strategy, no printer is available in Dubai hospital

Can I have a private room?

According to the patient clinical condition, a private room request can be granted. If a private room is available, it will be provided or the customer will be placed on a waiting list.

Is it possible to see the physician without an appointment?

Appointment to Dubai Hospital Specialty Clinic will be possible only after granting referral from Primary Health Centres.

Is it possible to get near date appointment/urgent appointment/appointment without a referral?

Near date appointment/urgent appointment will depend on the availability of the slot in the required clinic. Appointment without referral is not allowed.

Who is the attending physician in the clinic and in which room?

The customer will know the attending physician and the clinic room upon the completion of registration for the appointment date.



The background is a solid teal color. It is decorated with several white line-art flowers of varying sizes. In the top left, there is a large flower with many long, thin petals. To its right, in the top right area, are two smaller flowers. In the bottom right area, there is another large flower with many long, thin petals. In the bottom left area, there are three smaller flowers. The text is centered in the middle of the page.

INTERCONNECTED SERVICES

Services name	Name of related service
<ul style="list-style-type: none"> • Adult cardiology services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory service • Surgery services • Cardiology services • Follow-up out-patient clinics • Consulting and treatment service • Surgery • Nutrition service • Pharmacy service
<ul style="list-style-type: none"> • Adult critical care medicine services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Patient entry services • Critical care medicine services • Consulting and treatment services • Surgery services • Anaesthesiology services • Nutrition services • Pharmacy service
<ul style="list-style-type: none"> • Adult endocrinology services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Internal medicine • Endocrinology services • Patient entry services • Follow-up out-patient clinics • Consulting and treatment services • Nutrition services • Pharmacy service

Services name	Name of related service
<ul style="list-style-type: none"> • Adult gastroenterology services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • General surgery services • Anaesthesiology services • Gastroenterology services • Patient registration services • Follow-up out-patient • Consulting and treatment services • Nutrition services • Pharmacy service
<ul style="list-style-type: none"> • Adult general surgery 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Registration services • Anaesthesiology services • Consulting and treatment services • Pharmacy service • Nutrition services • Health education service
<ul style="list-style-type: none"> • Adult nephrology services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Nephrology (kidney) services • Internal medicine services • Patient entry service • Follow-up out-patient clinics • Nephrology services • Consulting and treatment services • Surgery services • Nutrition service • Pharmacy service

Services name	Name of related service
<ul style="list-style-type: none"> • Adult orthopaedic surgery 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Orthopaedic services • Anaesthesiology services • Patient registration services • Out-patient clinics • Consulting and treatment services • General surgery services • Nutrition services • Pharmacy service • Physiotherapy services
<ul style="list-style-type: none"> • Anaesthesiology services 	<ul style="list-style-type: none"> • Patient entry service • Out-patient clinics • Consulting and treatment services • Surgery service • Pharmacy service • Emergency medicine services
<ul style="list-style-type: none"> • Audio vestibular medicine services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Patient entry services • Follow-up out-patient clinics • Consulting and treatment services • Surgery • Nutrition and clinical dietetics services • Pharmacy service
<ul style="list-style-type: none"> • Audiology services 	<ul style="list-style-type: none"> • Auditory rays • Consulting and treatment services • Audio vestibular medicine services • Anaesthesiology services • Registration services • Pharmacy service • Health education services

Services name	Name of related service
<ul style="list-style-type: none"> Obstetrics and gynaecology services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Obstetrics and gynaecology services Internal medicine services Patient entry service Follow-up out-patient clinics Nephrology services Consulting and treatment services Nutrition service Pharmacy service
<ul style="list-style-type: none"> Cardio-thoracic (heart and chest) surgery services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Cardiac surgery services Anaesthesiology services Cardiology (heart) services Patient registration services Out-patient follow-up service Consulting and treatment services Pharmacy service Nutrition services
<ul style="list-style-type: none"> Clinical genetics and metabolic diseases services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Internal medicine and endocrinology services Patient entry service Out-patient follow-up service Consulting and treatment services Nutrition services Pharmacy service
<ul style="list-style-type: none"> Endodontics services 	<ul style="list-style-type: none"> Medical laboratory services In-patient and out-patient services Radiology/diagnostic radiology Pharmacy service

Services name	Name of related service
<ul style="list-style-type: none"> Female pelvic and reconstructive surgery services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services General surgery services Anaesthesiology services Orthopaedic services Patient registration services Out-patient clinics Consulting and treatment services General surgery services Nutrition services Pharmacy service Physiotherapy services
<ul style="list-style-type: none"> Foeto-maternal medicine services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Anaesthesiology Medical laboratory services Obstetrics and gynaecology services Paediatric cardiology Patient entry services Follow-up out-patient clinics Consulting and treatment services Surgery Pharmacy service
<ul style="list-style-type: none"> General emergency medicine services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Surgery services Internal medicine services Patient registration services Consulting and treatment services Surgery services Pharmacy service
<ul style="list-style-type: none"> General ophthalmology 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Anaesthesiology Medical laboratory services Emergency Patient entry services Follow-up out-patient clinics Consulting and treatment services Surgery Pharmacy service

Services name	Name of related service
<ul style="list-style-type: none"> General otolaryngology (ENT) services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Anaesthesiology Medical laboratory services Emergency Patient entry services Follow-up out-patient clinics Consulting and treatment services Surgery Pharmacy service
<ul style="list-style-type: none"> General paediatrics services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Paediatrics services Patient entry service Out-patient follow-up service Nutrition services Pharmacy service
<ul style="list-style-type: none"> General physical medicine and rehabilitation 	<ul style="list-style-type: none"> In-patient and out-patient services Radiology/diagnostic radiology Physical medicine and rehabilitation Health education services
<ul style="list-style-type: none"> General radiology/diagnostic radiology services 	<ul style="list-style-type: none"> Consulting and treatment services In-patient services Emergency medicine services Out-patient services
<ul style="list-style-type: none"> Gynaecic oncology service 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services General surgery services Internal medicine Registration services Out-patient clinics Consulting and treatment services Pharmacy service
<ul style="list-style-type: none"> Health education services 	<ul style="list-style-type: none"> Consulting and treatment services In-patient services Emergency medicine services Out-patient services

Services name	Name of related service
<ul style="list-style-type: none"> Haematology services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Registration services Out-patient follow-up service Anaesthesiology services Pharmacy service Nutrition services Health education services Consulting and treatment services
<ul style="list-style-type: none"> High-risk pregnancy and morbidly adherent placenta 	<ul style="list-style-type: none"> Medical laboratory services General surgery Radiology/diagnostic radiology Paediatric cardiology Patient entry service Consulting and treatment services Surgery service Pharmacy service
<ul style="list-style-type: none"> Immunology services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Registration services Out-patient follow-up service Pharmacy service Health education services Consulting and treatment services
<ul style="list-style-type: none"> Internal medicine for obstetric 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Consulting and treatment services Paediatric cardiology Patient entry service Pharmacy service

Services name	Name of related service
<ul style="list-style-type: none"> Internal medicine services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Internal medicine Patient entry service Out-patient follow-up service Consulting and treatment services Nutrition services Pharmacy service
<ul style="list-style-type: none"> Interventional cardiology services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Anaesthesiology services Cardiology services Patient entry service Follow-up out-patient clinics Consulting and treatment services Surgery Pharmacy service
<ul style="list-style-type: none"> Interventional radiology services 	<ul style="list-style-type: none"> Medical laboratory services Surgical services Cardiology (heart) services Medical oncology services Out-patient clinic Consulting and treatment services General surgery services
<ul style="list-style-type: none"> Issue/renew health card 	<ul style="list-style-type: none"> Registration service Payment service
<ul style="list-style-type: none"> Issue new/duplicate medical report 	<ul style="list-style-type: none"> Registration service Payment service Medical services
<ul style="list-style-type: none"> Medical laboratory services 	<ul style="list-style-type: none"> Medical laboratory services In-patient and out-patient services Operations services

Services name	Name of related service
<ul style="list-style-type: none"> Medical oncology services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services General surgery services Anaesthesiology services Medical oncology services Patient registration services Follow-up out-patient Consulting and treatment services Rehabilitation services Nutrition services Pharmacy service
<ul style="list-style-type: none"> Minimal access surgery service (female) 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Patient entry services Follow-up out-patient clinics Consulting and treatment services Surgery Nutrition and clinical dietetics services Pharmacy service
<ul style="list-style-type: none"> Neonatology services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Anaesthesiology services Paediatric services Patient registration services Consulting and treatment services Critical care medicine services Nutrition services Pharmacy service
<ul style="list-style-type: none"> Nuclear medicine and molecular imaging 	<ul style="list-style-type: none"> In-patient and out-patient services Radiology/diagnostic radiology Physical medicine and rehabilitation Health education services
<ul style="list-style-type: none"> Nutrition and clinical dietetics services 	<ul style="list-style-type: none"> In-patient services Consulting and treatment services Out-patient clinics

Services name	Name of related service
<ul style="list-style-type: none"> Obstetrics & gynaecology emergency 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Anaesthesiology Medical laboratory services Obstetrics and gynaecology services Patient entry services Follow-up out-patient clinics Consulting and treatment services Surgery Pharmacy service
<ul style="list-style-type: none"> Obstetrics and gynaecology services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Obstetrics and gynaecology services Internal medicine services Patient entry service Follow-up out-patient clinics Nephrology services Consulting and treatment services Nutrition service Pharmacy service
<ul style="list-style-type: none"> Optometry services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Patient entry services Follow-up out-patient clinics Consulting and treatment services Surgery Pharmacy service
<ul style="list-style-type: none"> Oral and maxillofacial surgery 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Oral and maxillofacial surgery services Patient registration services Out-patient clinics Consulting and treatment services General surgery services Nutrition services Pharmacy service
<ul style="list-style-type: none"> Orthodontics services 	<ul style="list-style-type: none"> Radiology/diagnostic radiology Medical laboratory services Out-patient clinics Consulting and treatment services Pharmacy service

Services name	Name of related service
<ul style="list-style-type: none"> • Paediatrics critical care medicine services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Surgery services • Paediatric services • Patient entry services • Critical care medicine services • Nutrition services • Pharmacy service
<ul style="list-style-type: none"> • Paediatric emergency medicine services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Surgery services • Paediatric services • Patient entry services • Consulting and treatment services • Pharmacy service
<ul style="list-style-type: none"> • Paediatric haematology - oncology services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Registration services • Out-patient follow-up service • Anaesthesiology services • Pharmacy service • Nutrition services • Health education services • Consulting and treatment services
<ul style="list-style-type: none"> • Paediatric haematology services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Registration services • Out-patient follow-up service • Anaesthesiology services • Pharmacy service • Nutrition services • Health education services • Consulting and treatment services

Services name	Name of related service
<ul style="list-style-type: none"> • Paediatric orthopaedic surgery services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Paediatrics services • Patient registration services • Out-patient clinics • Consulting and treatment services • General surgery services • Nutrition services • Pharmacy service
<ul style="list-style-type: none"> • Paediatric surgery services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • General surgery services • Anaesthesiology services • Paediatrics services • Registration services • Out-patient clinics • Consulting and treatment services • Nutrition services • Pharmacy service
<ul style="list-style-type: none"> • Pharmacy services 	<ul style="list-style-type: none"> • In-patient and out-patient services • Emergency medicine services • Health education services
<ul style="list-style-type: none"> • Physiotherapy services 	<ul style="list-style-type: none"> • In-patient and out-patient services • Radiology/diagnostic radiology • Physical medicine and rehabilitation • Health education services
<ul style="list-style-type: none"> • Request issue/copy birth certificate/replace the lost birth certificate 	<ul style="list-style-type: none"> • Registration service • Payment service
<ul style="list-style-type: none"> • Rheumatology services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Internal medicine services • Patient registration services • Follow-up out-patient clinics • Consulting and treatment services • Pharmacy service

Services name	Name of related service
<ul style="list-style-type: none"> • Speech therapy services 	<ul style="list-style-type: none"> • General physical medicine and rehabilitation • Follow-up out-patient clinics • Consulting and treatment services
<ul style="list-style-type: none"> • Surgical critical care 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Registration services • Anaesthesiology services • Pharmacy service • Nutrition services • Health education services • Consulting and treatment services
<ul style="list-style-type: none"> • Surgical critical care 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Medical laboratory services • Registration services • Anaesthesiology services • Pharmacy service • Nutrition services • Health education services • Consulting and treatment services
<ul style="list-style-type: none"> • Urogynaecology service for female 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Anaesthesiology • Medical laboratory services • Obstetrics and gynaecology services • Patient entry services • Follow-up out-patient clinics • Consulting and treatment services • Surgery • Pharmacy service
<ul style="list-style-type: none"> • Urology services 	<ul style="list-style-type: none"> • Radiology/diagnostic radiology • Anaesthesiology • Medical laboratory services • Emergency • Patient entry services • Follow-up out-patient clinics • Consulting and treatment services • Surgery • Pharmacy service