AIRPORT MEDICAL CENTRE

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. DHB APP.
- TYPING CENTRE

PAYMENT METHOD

- CREDIT CARD
- CASH

AIRPORT MEDICAL CENTRE

📇 Contacts

📍 The main Airport Medical Centre (AMC) is located below Gate 13 of Terminal 1 (Sheikh Rashid Terminal) or Fox 7 which includes the main AMC Administration offices

📞 Terminal 1
- Concourse C: +971-4-216 4953
- Concourse D: +971-4-505 5922

📞 Terminal 3
- Concourse A: +971-4-505 5646
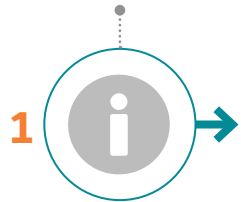- Concourse B: +971-4-505 5906

📞 To call from outside UAE
+971 4 219 8888

🕐 24/7

CUSTOMER JOURNEY
AIRPORT 1

Accessing service clinic information

1

Gathering information

The patient can access DHA website or call 800DHA to get the needed information about the services provided and working hours.

Requesting the service

2

Receiving the request

The staff receives the request through phone, fax or e-mail from the Official Authority.

Reaching the centre with the medical team

3

Counter in the registration area

The patient arrives at the centre with an ambulance accompanied by a DNATA policeman.

Nurse assessment

4

Nurse assessment

The nurse assesses the patient's vital signs.

Patient registration

5

Counter in the registration area

The patient's relative provides the following documents to the registration counter:
– Passenger's original passport
– Emirates ID of the relative

Physician assessment

6
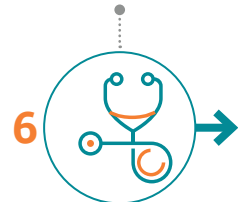
Physician assessment

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

Nurse procedures

7

Treatment room

The nurse continues the patient's medication procedures as ordered by the physician.

CUSTOMER JOURNEY
TRAVELING FOR TREATMENT/RETURNING FROM TREATMENT IN A MEDICAL BED

Accessing service clinic information

1

Gathering information

The patient can access DHA website or call 800DHA to get the needed information about the services provided and working hours.

Requesting the service

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Receiving the request

The staff receives the request through phone, fax or e-mail from the Official Authority.
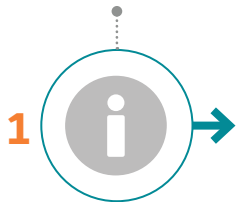
Patient registration

3

Counter in the registration area

The patient's relative will provide the following documents to the registration counter:
– Passenger's original passport
– Emirates ID of the relative

Nurse assessment

4

Nursing assessment

The nurse assesses the patient's vital signs.

Physician assessment

5

Medical consultation

The patient checks into a consultation room to see the physician. After consultation, the physician provides the needed help for discharge.

INDEX OF SERVICES

ADMINISTRATION SERVICES

Create / Renew MRN number

Create a health number for patients in order to facilitate all transactions and registrations during all services in DHA's facilities and maintaining patient's records and medical history.

Renewal Process

- Upon expiration an SMS is sent to the customer

Service Limitations

Exemption of certain cases from the Commission's decision.

Service Charges

New Health Card

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

For Whom?

UAE Nationals
Residents
Expats
Visitors

Walk-in

Mon-Thu
7:30am - 22:00 pm
Sun
8:00 am - 2:30 pm
Fri
7:30 am - 12:00 pm

Delivery Time
10 minutes

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

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

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

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

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

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

MEDICAL
SERVICES

Family Medicine

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

For Whom?
UAE Nationals
Residents
Expats
Visitors
Transit Passengers
Airport Staff

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

Walk-in

24/7

Documents required
- Valid original ID or passport
- Insurance card or health card (if available)

Delivery Time
Depends on each case (as per triage category)

Consultation Fees
112.50AED
Services are charged as per the DHA approved price list
Payment Methods
Payment Methods

Periodic Health Check-up

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

For Whom?
UAE Nationals
Residents
Expats
Visitors
Transit Passengers
Airport Staff

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

Walk-in

24/7

Documents required
- Valid original ID or passport
- Insurance card or health card (if available)

Delivery Time
Depends on each case (as per triage category)

Consultation Fees
112.50AED
for consultation
Services are charged as per the DHA approved price list

Payment Methods

PCR-Covid test

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

For Whom?
UAE Nationals
Residents
Expats
Visitors
Transit Passengers
Airport Staff

Test Results

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

Walk-in

🕐

24/7

Documents required

- Valid original ID or passport
- Insurance card or health card (if available)

Delivery Time

5 minutes

Serivce Charge

150AED

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

Payment Methods

Covid Assesment

TAssessing and managing positive COVID 19 patients by following national guideline

For Whom?
UAE Nationals
Residents
Expats
Visitors
Transit Passengers
Airport Staff

Test Results

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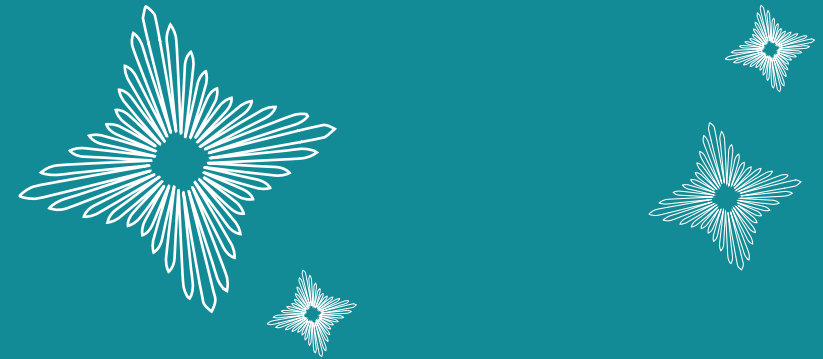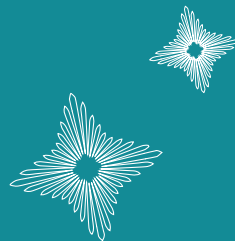- Will be communicated in case of critical result
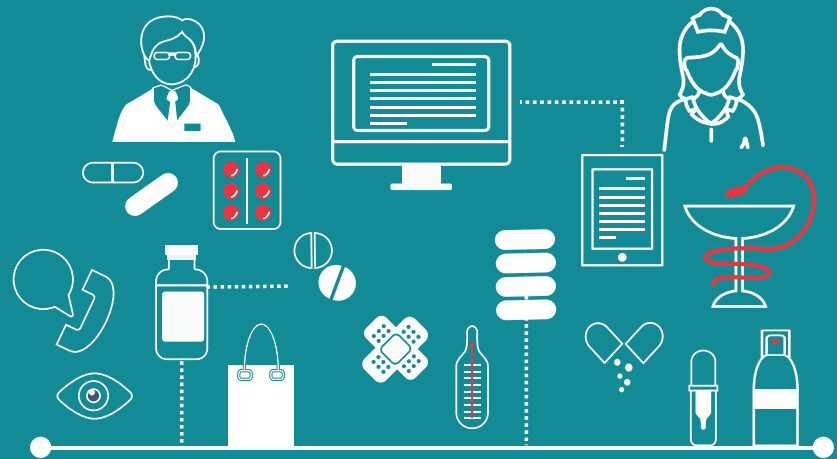
Walk-in

🕐

24/7

Documents required

- Valid original ID or passport
- Insurance card or health card (if available)

Serivce Charge

Free

Payment Methods

SUPPORTIVE MEDICAL SERVICES

Nursing Care and Treatment Room

For Whom?
UAE Nationals
Residents
Expats
Visitors
Transit Passengers
Airport Staff

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

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

Walk-in

🕐
24/7

Documents required
• Valid original ID or passport
• Insurance card or health card (if available)

Delivery Time
Depends on each case
(as per triage category)

Notes

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

Service Charges

22.50AED
Additional services are all paid separately as per the DHA approved price list

Payment Methods

Pharmacy

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

For Whom?
UAE Nationals
Residents
Expats
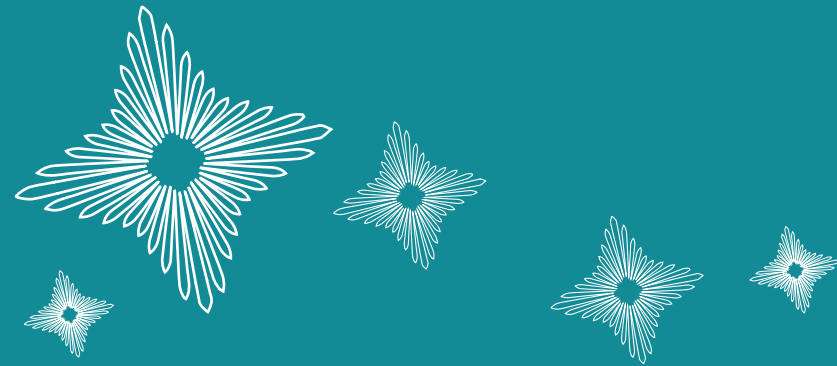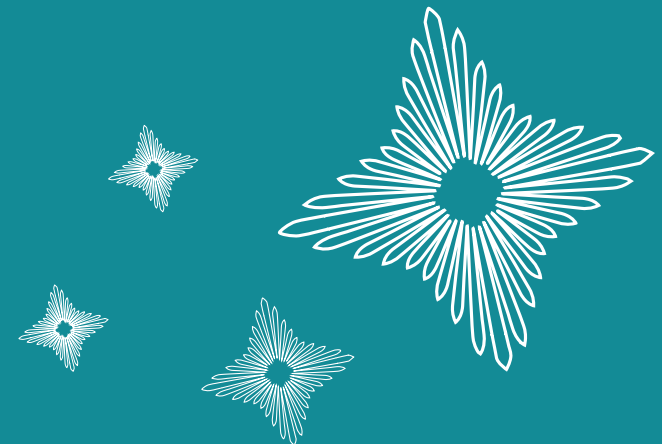Visitors
Transit Passengers
Airport Staff

Walk-in

🕐
24/7

Documents required
• Valid original ID or passport
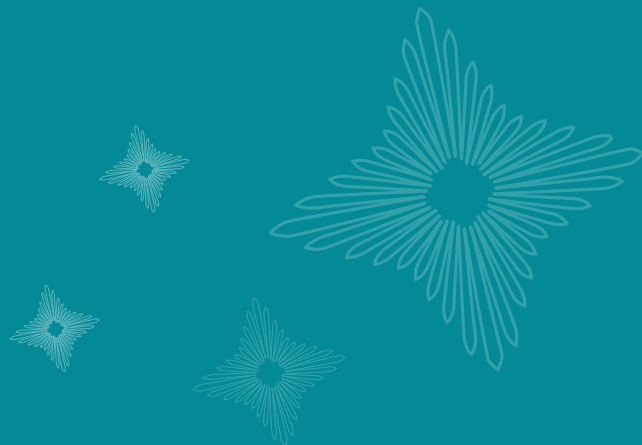• Insurance card or health card (if available)

Delivery Time
Depends on each case
(as per triage category)
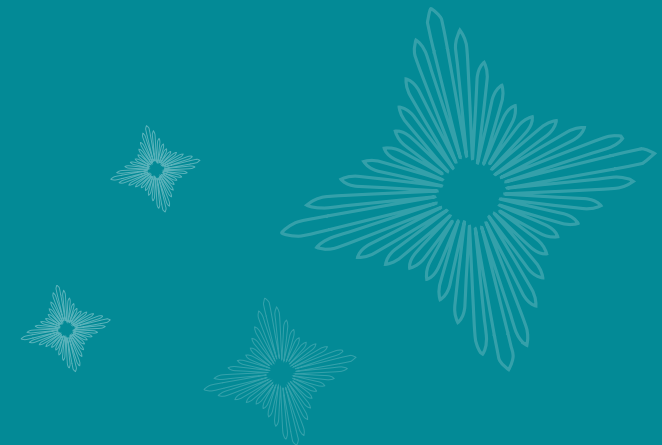
Service Charges

Will depend on the medicine required

Payment Methods

FACILITY FAQ

How to access the Airport Medical Centre and where is it located?

Passengers:
Sick passengers can contact information desk or any airport staff,
who will communicate with the medical dispatch and will be attended by EMT staff
(Emergency Medical Technician) and brought to the medical centre.

Staff:
Staff can come directly to the AMC or can contact medical dispatch.

What type of cases do you accept in the AMC?

We accept all types of patients

Do you have extra facilities like X-ray, laboratory, scan, etc., in the AMC?

No, patients who need further management will be referred to outside hospitals.

Do you administer medications/injections brought by patients?

No, patient's own medication is not encouraged in AMC.

From where do we get the medication after discharge?

Some urgent medicines are given in AMC. Discharge medicines prescribed by the
physician have to be bought by the patients from the pharmacy.

Are there any vaccinations available in the AMC?

Not available in AMC, as the vaccinations have to be taken before travelling.

How many hours patients are allowed to stay in the Airport Medical Centre?

Patients are discharged/referred after the treatment by the physician accordingly.
For stretcher patients, a maximum of 4 hours only is allowed as per the policy.

What type of insurance card is accepted?

Government, commercial, and some international insurance are accepted.

When I am discharged, where will I go and who will do the flight arrangements?

Upon discharge, patients will be guided to the airline staff/PRO, who will do the needful.

INTERCONNECTED SERVICES

Interconnected Services

Services name	Name of related service
•Family Medicine	• Transfer the patient to the hospitals as per clinical indications