







# DAFZA HEALTH CENTER

## 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



**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.

# DAFZA HEALTH CENTER

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## Contacts



Terminal 2 – Dubai international Airport –  
at the intersection of Al-Quds Street and  
Damascus Street  
Makani: 3602794812-02W-00G-G05



800342



To call from outside UAE  
+971 4 219 8888



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

# CUSTOMER JOURNEY OUT-PATIENT

## Accessing PHC services



### Gathering information

The patient can access DHA website or [dubaihealthbooking.com](http://dubaihealthbooking.com) or call 800DHA or use Dubai Health Booking App. (DHB) or DHA App. to get the needed information about the services provided, working hours and physicians' names available.



## Appointment



### Appointment booking

patient can go walk in or books appointment to receive the service at the convenient time and based on availability through multiple channels.



## Reaching the centre

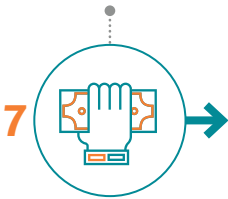


### Finding suitable parking

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



## Payment



### Counter in the Registration area

The counter staff welcomes the patient and provide the needed help for payment.



## Nurse procedures



### Treatment room

Procedures or medication administration as ordered/ prescribed by the physician.



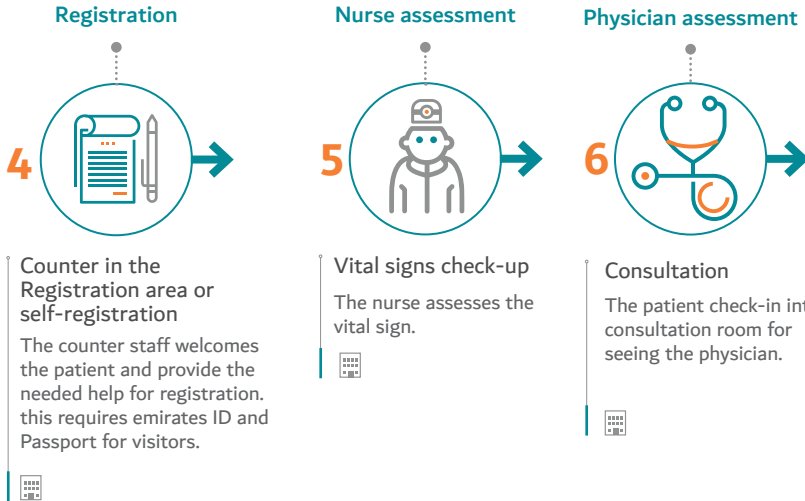
## Laboratory



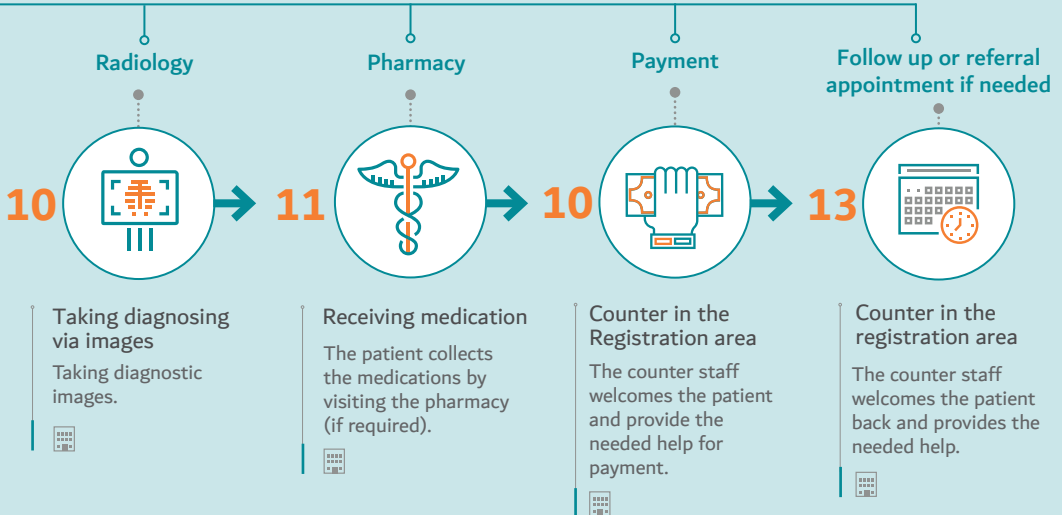
### Giving samples

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



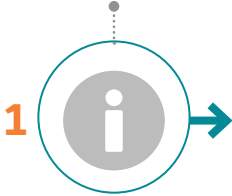


**These steps are done when/if required**



# CUSTOMER JOURNEY EMERGENCY

## Accessibility of information



### Gathering information

The patient access the website or personal attendance or call 800DHA to acquire needed information about the services provided, working hours and dr. names available.



## Reaching the center either by ambulance or individually

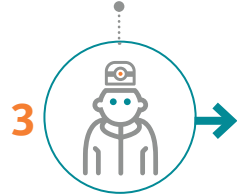


### Finding suitable parking

The patient arrives to the center where suitable parking should be available and accessible.



## Nurse Triage



### vital signs checkup and patient registration

The nurse registers the patient by providing Emirates ID and assesses the vital sign and ECG as per needed.



## Physician assessment



### Consultation and medicine

The Physician will visit the designated room to see and asses the patient. patient will be treated accordingly.



## Laboratory

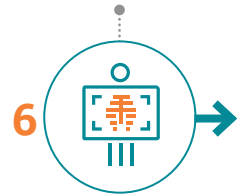


### Giving samples

The Lab will visit the patient in the Designated room for blood collection.



## Radiology



### Taking diagnosing via images

The patient will be shifted to radiology for imaging.



### Physician Re-assessment



**7 Consultation**  
The Physician will Re-assess after Lab or Radiology.



### Patient Discharge & follow up arrangements



**8 Counter in the Registration area or physician**  
After the consultation, the patient will be discharged according to their clinical condition to one of the following:  
Discharge to Home or Hospital or For Follow up in PHC.



### Pharmacy

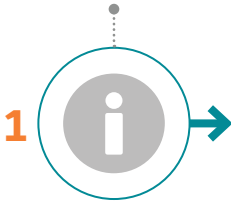


**9 Receiving medication**  
Out patient prescription, patient will pay first at the registration counter.



# CUSTOMER JOURNEY ADMIN

## Accessibility of PHC service clinic information



### Gathering information

The patient access the website or application or call 800DHA to acquire needed information about the services provided.



## Reaching the centre



### Finding suitable parking

The patient arrives to the center where suitable parking should be available and accessible.



## Request the service



### Counter in the Registration area

The counter staff welcomes the patient and provide the needed help





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# INDEX OF SERVICES

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## ADMINISTRATION SERVICES

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### Health Card

Create/Renew MRN number

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## MEDICAL SERVICES

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### Family Medicine Services

Family Medicine

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## SUPPORTIVE MEDICAL SERVICES

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### Laboratory Services

Laboratory

### Nursing Care and Treatment Room Services

Nursing Care and Treatment Room

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## FACILITY FAQ

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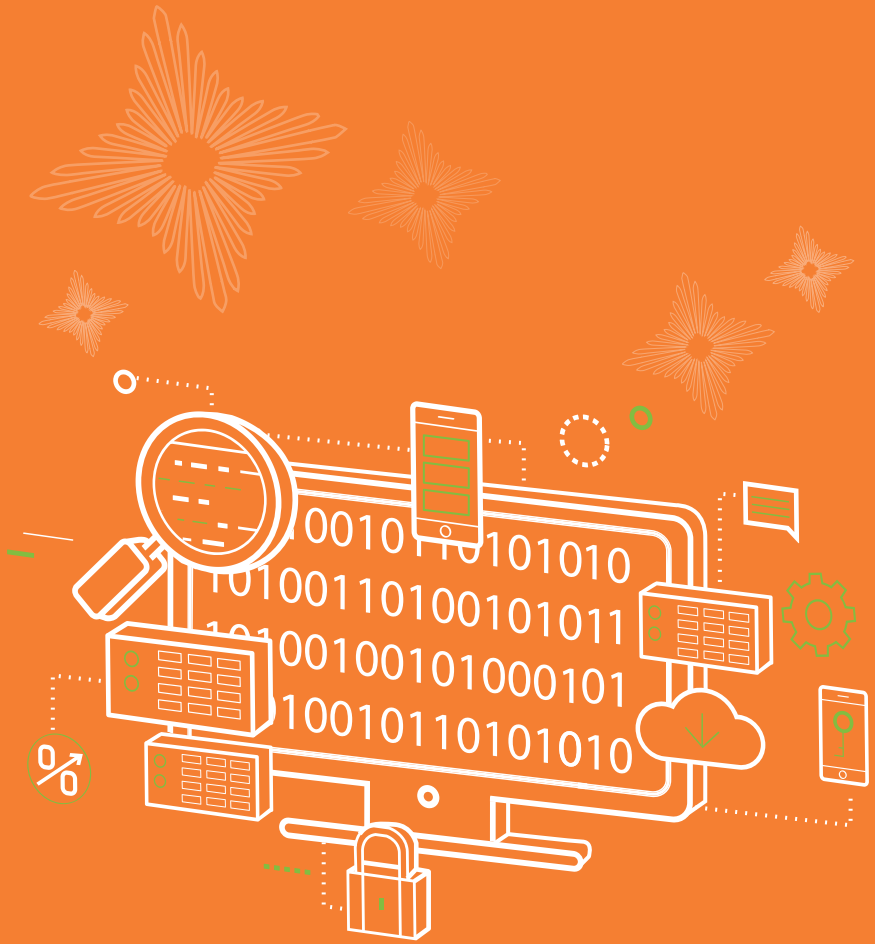
### Facility FAQ

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## INTERCONNECTED SERVICES

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### Interconnected 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 MRN number, an SMS is sent to the customer

### Service Limitations

Exemption of certain cases from the Commission's decision.

### Service Charges

#### New Health Card

<b>120AED</b> UAE National adults	<b>70AED</b> UAE National children (10 - 17yrs)	<b>25AED</b> UAE National children (0 - 9yrs)
<b>320AED</b> Resident adults/wife of UAE Nationals	<b>220AED</b> Resident children (10 - 17yrs)	<b>120AED</b> Resident children (0 - 9yrs)
<b>320AED</b> GCC adults	<b>220AED</b> GCC children (10 - 17yrs)	<b>120AED</b> GCC children (0 - 9yrs)
<b>320AED</b> Children of local mothers adults	<b>220AED</b> Children of local mothers (10 - 17yrs)	<b>120AED</b> Children of local mothers (0 - 9yrs)

#### Duplicate Health Card

**70AED**

Payment Methods

### For Whom?

UAE Nationals



Residents



GCC Citizens



### Walk-in



Mon-Thu  
7:30 am - 3:30 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 of wife
- Valid original Emirates ID of wife
- Recent photograph of the applicant
- Electricity bill or proof of residence
- 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 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

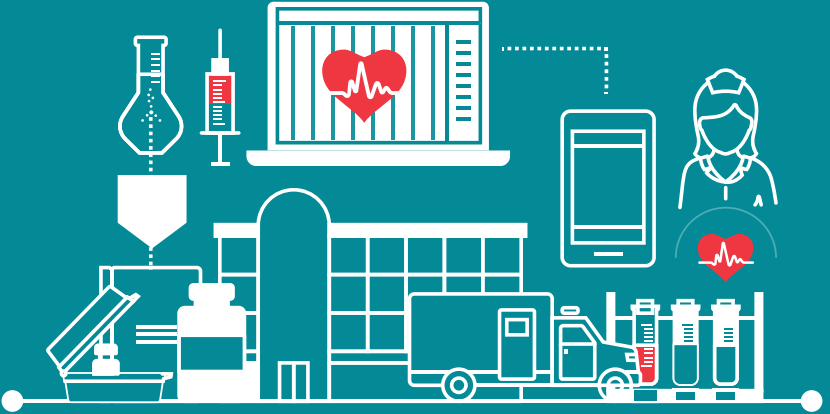


- Valid original passport + copy, or valid original Emirates ID + copy
- Proof of housing ( electricity bill, tenancy contract, or document proving housing) - Work - Study - Investment in Emirates of Dubai
- Recent photograph of the applicant
- Insurance card, If available

## UAE Nationals with passports only



- Valid UAE passport
- Valid original Emirates ID
- Valid Marsoom
- 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



### 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 and Appointment



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

### Delivery Time

15 minutes

### Consultation Fees

112.50AED

Prices will vary depending on the insurance coverage

Payment Methods





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**SUPPORTIVE  
MEDICAL  
SERVICES**

## Laboratory

Examinations are performed on the human body for the purpose of diagnosis, prevention or treatment of diseases as per the authorised physicians, dentists or other licensed health professionals' request.

### For Whom?

UAE Nationals  
Residents  
Expats  
Visitors



### Walk-in



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

### Delivery Time

Depends on each case

### Preparation Steps

Depends on the requested tests

### Test Results

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

### Service Charges

Will depend on the tests required

Payment Methods



## Nursing Care and Treatment Room

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.

In addition, health teaching is offered to the customers and their families.

### For Whom?

UAE Nationals  
Residents  
Expats  
Visitors



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

### Delivery Time

Depends on each case

### 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







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# FACILITY FAQ





### What is Primary Healthcare?

Primary Healthcare is a patient's first point of contact with the healthcare system to receive services that promote health, care for common illnesses and manage ongoing health problems.

Primary Healthcare includes all of the basic services that are required to meet your everyday healthcare needs. This might be a checkup with your family physician, a visit to a physiotherapist, or a trip to the pharmacist.

Primary Healthcare centres also provide a range of specialised medical services for all patients such as child health, ophthalmology, diabetes, home care.

### Do I need to schedule an appointment with a family physician and/or general dentistry?

We have a hybrid system, which means you can choose to schedule.

#### How can I book an appointment with the family physician or general dentist?

You can book an appointment using the following channels:

- DHA call centre: 800 342
- Visiting the Primary Healthcare centre
- Using DHA App.

### What if I need to see a specialist?

If needed your family physician or dental GP (General Practitioner) will refer you to a specialist clinic to schedule an appointment. A referral is needed in order to book an appointment with a specialist.

### Can anyone receive services from a Primary Healthcare centre?

Anyone with a valid health card and Emirates ID.

### What documents do I need to have to Create/Renew MRN number?

The required documents it depends on patients categories

For more details, please refer to the service catalogue ( Create / Renew MRN number )

### How can I pay the service fees?

You can pay using one of the following three methods of payment:

- Cash
- Debit/credit card
- Smart payment
- E-Wallet

### What are the working hours at Primary Healthcare centres?

Nadd Al Shiba Health Center, UMM Sequim Health Center, Al Badaa Health Center, Zabeel Health Center, Al Mamzar Health Center, Al Towar Health Center

Mon - Thu 7:30 am - 10:00 am

Fri 7:30 am - 12:00 pm

Dafza Health Center

Mon - Thu 7:30 am - 3:30 pm

Fri 7:30 am - 12:00 pm

Al Mankhool Health Center

Mon-Thu 7:30 am - 10:00 pm

Fri 7:30 am - 12:00 pm

Sun 7:30 am - 2:00 pm

Al Lussilly Health Center

Mon - Thu 7:30 am - 10:00 pm

Fri 7:30 am - 12:00 pm

Sun 8:00 am - 2:30 pm

AL Mizher Health Center

Mon - Thu 7:30 am - 10:00 pm

Fri 7:30 am - 9:00 pm

Sun 7:30 am - 9:00 pm

Al Khawaneej Health Center

Sun - Sat 7:30 am - 10:00 pm

### What services are available 24/7?

Emergency and family physician. Clinic only (after 9:30 PM).

### What are the service fees at Primary Healthcare centres?

- Consultation fees for family physician consultation is 112.5AED
- For other fees please refer to DHA service catalogue or contact the call centre
- Registration fees will vary depending on the insurance cover

### How can I submit a complaint or an appreciation?

You can submit through multiple channels including:

- DHA call centre: 800 342
- E-mail: [wasselsotak@dha.gov.ae](mailto:wasselsotak@dha.gov.ae)



### **What medical packages do Primary Healthcare centres provide?**

Medical Packages Services:

- Antenatal Care Package
- Premarital Counselling Package
- Quit Smoking Package

For details, please refer to the service catalogue

### **How can I receive pre-marriage medical fitness certificate?**

Through the premarital screening and counselling service provided in all Primary Healthcare centres and Dubai Now App.

### **How much are child vaccination fees?**

Child vaccinations are offered free of charge when providing a valid health card.

### **How can I receive my test results?**

- Tests results can be viewed through the DHA App and Dubai Now App
- Visit the centre

### **What is home healthcare?**

The preventive, curative and rehabilitative services are provided to eligible patients at home in order to follow-up their health condition and to receive the necessary care.





# INTERCONNECTED SERVICES



Services name	Name of related service
<ul style="list-style-type: none"> <li>• Antenatal care clinic</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> <li>• Gynaecology</li> </ul>
<ul style="list-style-type: none"> <li>• Antenatal care package</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>• Audiology clinic</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> <li>• Otolaryngology (ENT)</li> </ul>
<ul style="list-style-type: none"> <li>• Child health physician's assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Paediatrics services</li> </ul>
<ul style="list-style-type: none"> <li>• Child health vaccination</li> </ul>	<ul style="list-style-type: none"> <li>• Paediatrics services</li> </ul>
<ul style="list-style-type: none"> <li>• Comprehensive orthodontic treatment</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Dental cleaning orthodontics</li> <li>• Dental lab</li> </ul>
<ul style="list-style-type: none"> <li>• Conservative periodontal treatment</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Periodontist</li> <li>• Oral and dental hygienist</li> </ul>
<ul style="list-style-type: none"> <li>• Dental child health</li> </ul>	<ul style="list-style-type: none"> <li>• Oral and dental hygienist</li> </ul>
<ul style="list-style-type: none"> <li>• Dental implant removal</li> </ul>	<ul style="list-style-type: none"> <li>• Gum treatment unit</li> <li>• Oral surgery unit</li> </ul>
<ul style="list-style-type: none"> <li>• Dental implant services</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Oral surgery</li> <li>• Periodontal surgery</li> </ul>
<ul style="list-style-type: none"> <li>• Dental restorations</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Child dentistry</li> <li>• Nerve treatment</li> </ul>

Services name	Name of related service
<ul style="list-style-type: none"> <li>Dental trauma management</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Paediatrics</li> <li>Neurology</li> <li>Oral surgery</li> </ul>
<ul style="list-style-type: none"> <li>Dermatology</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>Diabetes services</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>Diabetes services</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>Fixed prosthodontic appliances</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Dental unit</li> <li>Dental lab</li> </ul>
<ul style="list-style-type: none"> <li>General paediatrics</li> </ul>	<ul style="list-style-type: none"> <li>Paediatrics services</li> </ul>
<ul style="list-style-type: none"> <li>Genitourinary medicine</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>Gynaecology</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> <li>Genitourinary medicine</li> <li>Ante natal care clinic</li> </ul>
<ul style="list-style-type: none"> <li>Headache</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>Health education</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>Home healthcare</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> <li>Geriatric (elderly) clinic</li> </ul>
<ul style="list-style-type: none"> <li>Immunocompromised services</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> </ul>

Services name	Name of related service
<ul style="list-style-type: none"> <li>• Implant prosthesis</li> </ul>	<ul style="list-style-type: none"> <li>• General dental practitioner</li> <li>• Orthodontics unit</li> <li>• Oral surgery unit</li> <li>• Gum treatment unit</li> <li>• Dental lab</li> </ul>
<ul style="list-style-type: none"> <li>• Interceptive orthodontic treatment</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Paediatric dentistry</li> <li>• Orthodontics</li> </ul>
<ul style="list-style-type: none"> <li>• Laboratory</li> </ul>	<ul style="list-style-type: none"> <li>• All the services</li> </ul>
<ul style="list-style-type: none"> <li>• Laser treatment</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Gum treatment unit</li> </ul>
<ul style="list-style-type: none"> <li>• Lifestyle</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> <li>• Rehabilitation service</li> </ul>
<ul style="list-style-type: none"> <li>• Memory clinic</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>• Mental health service</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> <li>• Headache clinic</li> </ul>
<ul style="list-style-type: none"> <li>• Nursing care and treatment room</li> </ul>	<ul style="list-style-type: none"> <li>• All the services</li> </ul>
<ul style="list-style-type: none"> <li>• Occupational clinic</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>• Ophthalmology</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>• Optometry clinic</li> </ul>	<ul style="list-style-type: none"> <li>• Ophthalmology</li> <li>• Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>• Oral inflammatory/infection management</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Periodontology</li> <li>• Paediatric dentistry unit</li> <li>• Oral surgery</li> <li>• Nerve treatment specialist of oral</li> <li>• Dental health</li> </ul>

Services name	Name of related service
<ul style="list-style-type: none"> <li>• Oral lesions management</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Periodontology</li> <li>• Oral surgery</li> <li>• Oral and dental hygienists</li> </ul>
<ul style="list-style-type: none"> <li>• Orthognathic treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Orthodontic unit</li> <li>• Oral surgery unit</li> <li>• Dental lab</li> </ul>
<ul style="list-style-type: none"> <li>• Orthopaedic clinic</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>• Osteoporosis</li> </ul>	<ul style="list-style-type: none"> <li>• Orthopaedic clinic</li> <li>• Geriatric (elderly) clinic</li> </ul>
<ul style="list-style-type: none"> <li>• Otolaryngology (ENT)</li> </ul>	<ul style="list-style-type: none"> <li>• Ophthalmology</li> <li>• Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>• Periodic health check-up</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>• Pharmacy</li> </ul>	<ul style="list-style-type: none"> <li>• All the services</li> </ul>
<ul style="list-style-type: none"> <li>• Pocket reduction procedures</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Oral and dental hygienist</li> </ul>
<ul style="list-style-type: none"> <li>• Podiatry</li> </ul>	<ul style="list-style-type: none"> <li>• Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>• Pre-prosthetic surgery</li> </ul>	<ul style="list-style-type: none"> <li>• Oral surgery</li> <li>• Periodontal surgery</li> </ul>
<ul style="list-style-type: none"> <li>• Preventive dental services</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Paediatric dentistry unit</li> <li>• Oral health unit</li> </ul>
<ul style="list-style-type: none"> <li>• Pulpotomy of deciduous tooth</li> </ul>	<ul style="list-style-type: none"> <li>• General practitioner</li> <li>• Child dentistry</li> </ul>

Services name	Name of related service
<ul style="list-style-type: none"> <li>Quit smoking package</li> </ul>	<ul style="list-style-type: none"> <li>Family medicine</li> </ul>
<ul style="list-style-type: none"> <li>Radiology</li> </ul>	<ul style="list-style-type: none"> <li>All the services</li> </ul>
<ul style="list-style-type: none"> <li>Removable prosthodontic appliances</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Dental unit</li> <li>Dental lab</li> </ul>
<ul style="list-style-type: none"> <li>Root canal therapy</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Nerve therapy unit</li> </ul>
<ul style="list-style-type: none"> <li>Surgical periodontal treatment</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Periodontist</li> <li>Oral and dental hygienist</li> </ul>
<ul style="list-style-type: none"> <li>Surgical root canal treatment</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Dental nerve treatment unit</li> </ul>
<ul style="list-style-type: none"> <li>Teeth scaling and polishing</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Dental cleaning</li> </ul>
<ul style="list-style-type: none"> <li>Teeth whitening</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Dental cleaning and polishing services</li> </ul>
<ul style="list-style-type: none"> <li>Temporomandibular joint managements</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Oral surgery</li> <li>Orthodontics</li> <li>Prosthodontics</li> <li>Dental lab</li> </ul>
<ul style="list-style-type: none"> <li>Tooth crowns for children</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Child dentistry</li> </ul>
<ul style="list-style-type: none"> <li>Tooth extractions</li> </ul>	<ul style="list-style-type: none"> <li>General practitioner</li> <li>Child dentistry</li> <li>Oral surgery</li> <li>Gum treatment</li> </ul>