



HATTA HOSPITAL

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS



LOCATION



E-MAIL



TELEPHONE



FAX

TIMING



TIMINGS

FOR WHOM?



MEN



WOMEN



CHILDREN



SENIOR
CITIZENS



PEOPLE OF
DETERMINATION

INFORMATION RECEIVED BY



WEBSITE



SERVICE CENTRE



CALL CENTRE



DHA APP.



TYPING
CENTRE

PAYMENT METHOD



CREDIT CARD



CASH



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.

HATTA HOSPITAL



Hatta Hospital, a multi-disciplinary hospital with 69 beds, is located in the heart of Hatta. The facility is part of DHA's network of hospitals and health centers that aims to establish a health care sector for the community. The modern two-story health facility occupies an area of 10,430 square meters. Since the areas adjacent to the city of Hatta are home to 40,000 residents, most of the patients come from nearby areas such as Huwailat, Manayi, Masfoot, Mazira, Madame, Shuwaib, and part of Oman.

Contacts



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800342



To call from outside UAE
+971 4 219 8888

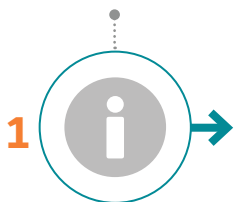


24/7



CUSTOMER JOURNEY OUT-PATIENT

Accessing information



Gathering information

The patient can access DHA website or call 800DHA or use DHA App. to get the needed information about the services provided, working hours and physicians' names available.



Appointment



Taking appointment

A referral letter family medicine clinics or other specialised clinics 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



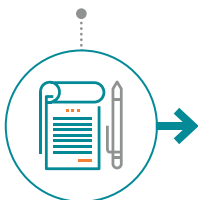
Giving samples

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



Registration

4



Counter in the registration area

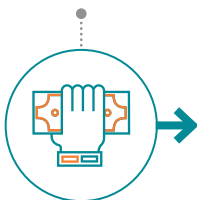
The patient provides one of the following documents:

- Valid Emirates ID
- Health Card
- Valid Passport (for Visitors)



Payment

5



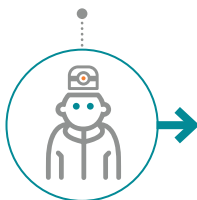
Cashier counter

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



Nurse assessment

6



Vital signs check-up

The nurse checks the patient's vital signs (blood pressure, temperature, weight, height, etc.).



3

These steps are done when/if required

Radiology

8B



Taking diagnosing via images

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



Pharmacy

8C



Receiving medication

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



Registration counter

8D



Follow-up appointment

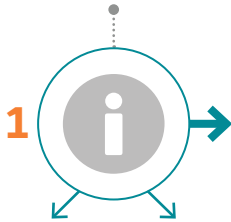
The patient books a follow-up appointment as per the physician's order (if required).



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).

Request from specialised clinics for nonemergency cases

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

Appointment



Taking appointment

Request from specialised clinics for nonemergency cases.

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

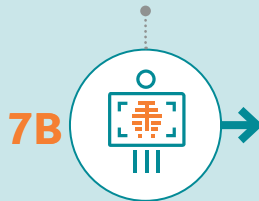
Laboratory



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



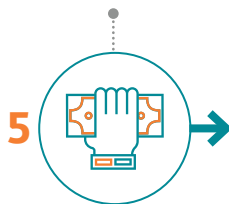
Counter in the admission office

The patient provides one of the following documents:

- Valid Emirates ID
- Health Card
- Valid Passport (for Visitors)



Payment

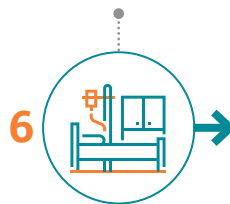


Cashier counter

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



Admission to the hospital's room

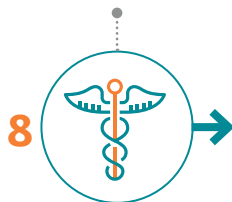


In-patient room

The patient proceeds to the in-patient room.



Pharmacy



Receiving medication

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



Follow-up appointment



Booking the appointment

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



Patient discharge



Discharge from the hospital

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



CUSTOMER JOURNEY EMERGENCY

Accessing information



Gathering information

The patient can access DHA website or call 800DHA or use DHA App. to get the needed information about the services provided, working hours and physicians' names available.



Reaching the hospital either by ambulance or individually



Finding suitable parking

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



Triage by category



Nursing assessment



When/if required

Laboratory



Giving samples

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



Radiology



Taking diagnosing via images

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



Discharge



The patient is discharged depending on results.

or Admission

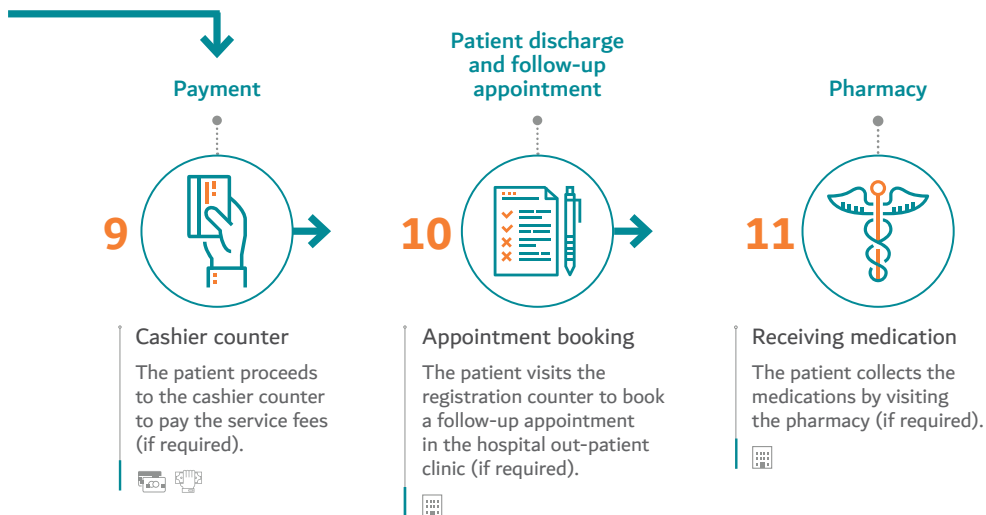
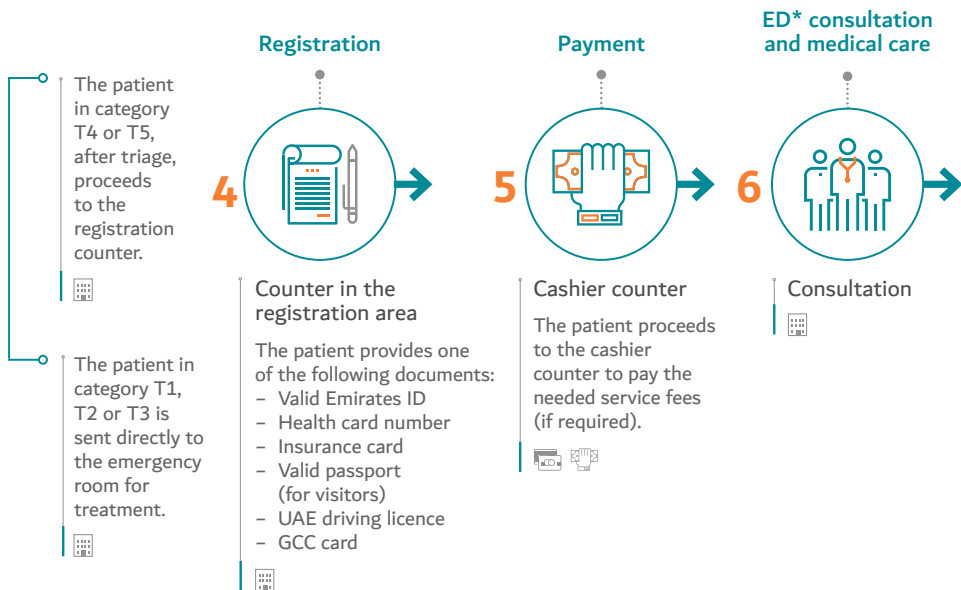


ED referral for the patient admission.

or Transfer



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



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Rheumatology

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Medical Laboratory

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Nutrition and Clinical Dietetics

Pharmacy Services

Pharmacy

Physical Medicine and Rehabilitation Services

Occupational Therapy
Physiotherapy

Radiology Services

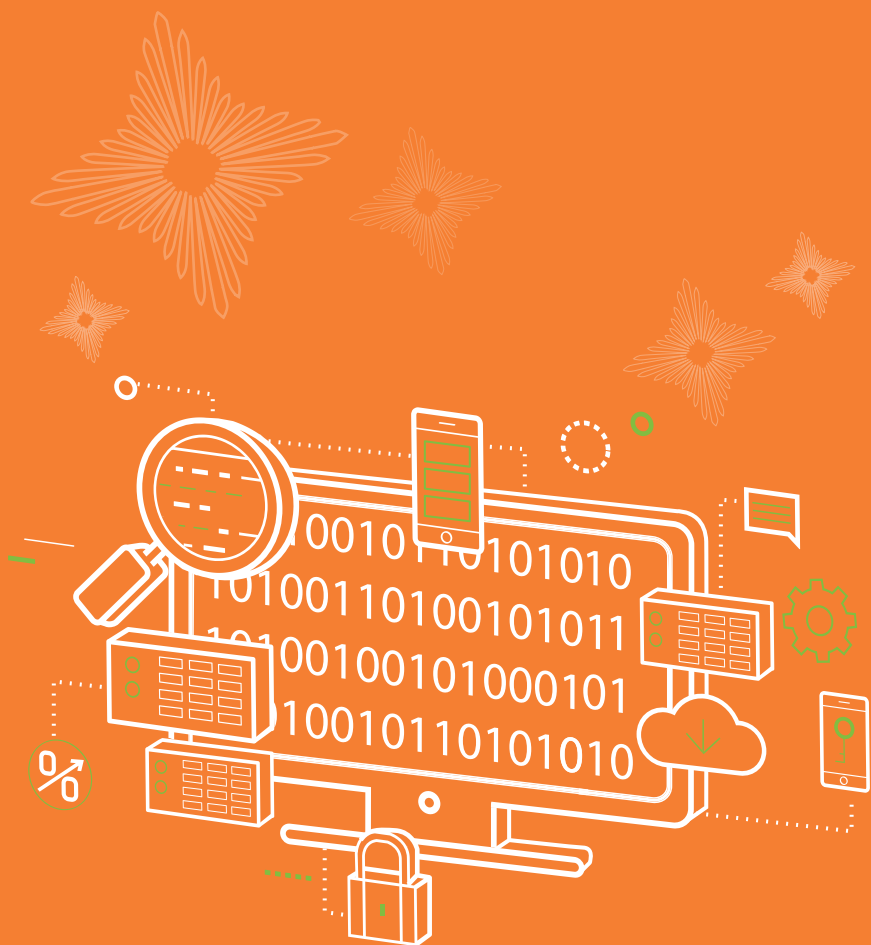
General Radiology

FACILITY FAQ

Facility FAQ

INTERCONNECTED SERVICES

Interconnected Services





ADMINISTRATION SERVICES



Create/Renew Health Card

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

For Whom?

UAE Nationals

Residents

GCC Citizens



Renewal Process

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

Service Limitations

Exemption of certain cases from the Commission's decision.

Walk-in



Mon - Fri
7:30am - 2:30pm

Emergency 24hrs
for patients only

Delivery Time

10-15 minutes

Service Charges

New Health Card

120AED

UAE National
adults

70AED

UAE National
children
(10 - 17yrs)

25AED

UAE National
children
(0 - 9yrs)

320AED

Resident
adults/wife of
UAE Nationals

220AED

Resident children
(10 - 17yrs)

120AED

Resident children
(0 - 9yrs)

320AED

GCC adults

220AED

GCC children
(10 - 17yrs)

120AED

GCC children
(0 - 9yrs)

320AED

Children of local
mothers adults

220AED

Children of local
mothers
(10 - 17yrs)

120AED

Children of local
mothers
(0 - 9yrs)

Duplicate Health Card

70AED

Payment Methods

UAE Nationals



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

Wives of UAE Nationals



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

Children of local mother



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

Residents



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

Residents of Gulf countries in Dubai



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

UAE Nationals with passports only



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

Birth Certificate (New/Modify/Lost Services)

For Whom?

UAE Nationals
Residents
Expats
Visitors



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

The birth certificate includes the following data:

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

Customers can apply for:

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

Walk-in



Mon - Thu
7:30am - 2:30pm
Fri
7:30am - 1:30pm

Delivery Time

30 minutes

Documents Required

UAE Nationals

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

Residents

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

Expats/Visitors

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

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

Provide all the below documents and submit:

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

15

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 - 2:30pm
Fri
7:30am - 1:30pm

Documents Required (one of the following)

- Original valid Emirates ID
- Original health card
- Health insurance card
- Copy of a valid residence
- Original passport (for visitors only)

Delivery Time

10 working days

Service Limitations

- The medical report can only be issued if the last physician's visit does not exceed 6 months
- Report can only be issued to the customer or to a first-degree relative
- A medical report form must be filled-out if the request is not from the customer
- For any other cases, the customer is directed to the Legal Affairs Department

Service Charges

270AED

new report

120AED

copy of a report

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

Payment Methods

Happy Babies

For Whom?

UAE Nationals



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

The package includes the following services:

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

Our partners: Federal Authority for Identity and Citizenship

Walk-in



Mon - Thu
7:30am - 2:00pm
Fri
7:30am - 1:30pm

Documents Required

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

Delivery Time

30 minutes



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.
- Collect the death certificate.is directed to the Legal Affairs Department.

For Whom?

UAE Nationals

Residents

Expats

GCC Citizens



Walk-in



This service is available for
24/7 (new request)
For a replacement request:
Mon - Thu
7:30am - 2:30pm
Fri
7:30am - 12:00pm

Documents Required (one of the following)

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

Delivery Time

30 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



Mon and Tue
8:00am - 2:00pm

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
- Management of cases of heart failure, hypertension and cardiogenic shock
- Anticoagulation services
- CT scans, MRI services
- 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



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

Delivery Time

30 minutes

Test Results

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

Notes

- Referral required from Family Medicine Clinic
- Admission from A&E in case of emergency

Paediatric Cardiology

Paediatric cardiology services provide diagnoses and treatment for children's cardiac problems (congenital or acquired cardiac and cardiovascular abnormalities).

Those services include but are not limited to:

- Postnatal and neonatal evaluation to rule-out congenital heart disease and early diagnosis of critical congenital heart disease
- Evaluate and manage patients with congenital heart disease, arrhythmias and acquired heart disease (Kawasaki disease, Viral myocarditis, Rheumatic fever)
- Out-patient care paediatric cardiology clinics where thorough physical examination is conducted and also CXR, ECG, ECHO are performed when indicated
- Arrhythmia Management
- Manage patients with cardiac complaints in the Emergency Department

For Whom?

UAE Nationals
Residents
Expats
Visitors



Tuesday of the first week
and the third week of every
month
8:00am - 2:00pm

Delivery Time

45 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

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
- Invasive and non-invasive haemodynamic monitoring
- Performing diagnostic bronchoscopy and percutaneous tracheostomy

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



24/7

Delivery Time

Depends on each case

Infant Critical Care Medicine Services

Critical care medicine services provide 24/7 comprehensive care for severely sick infants and children or those who need a high-level continued monitoring, intubation or ventilation, single or multiple-organ support in a specialised in-patient unit.

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



24/7

Delivery Time

Depends on each case

General Dental Services

General dental services provide evaluation, diagnosis, prevention and/or treatment (nonsurgical, surgical or related procedures) of diseases, disorders, oral trauma and/or conditions of the oral cavity.

Those services include but are not limited to:

- Dental restorations
- Teeth extractions
- Early orthodontic interceptive treatment
- Removable and fixed prosthodontics appliances
- Root canal treatment for adult and children
- Teeth scaling and polishing
- Preventive dental services
- Rehabilitation of the mouth
- Treatment of minor dental injuries

For Whom?

UAE Nationals

Residents

Expats

Visitors



Appointment /Walk-in



Mon - Thu
8:00am - 2:40pm
Fri
8:00am - 1:20pm

Delivery Time

Up to 60 minutes

Preparation Steps

Medically compromised patients may have to provide a referral letter from their respective physician for clearance.

Test Results

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

Dermatology

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

Those services include but are not limited to:

- Full spectrum of medical and some surgical skin care (skin, hair, nail) for cases such as: acne, dermatitis, eczema, vitiligo, warts, pigmentary disorders, birth marks and vascular disorders
- Treatment and management for systemic diseases associated with skin manifestations (lupus erythematosus, dermatomyositis, scleroderma)
- Treatment and management for sexually transmitted diseases
- Cryotherapy
- Treatment of birth marks is referred to the Derma Centre

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



Mon-Thu
8:00 am- 2:30 pm
Fri
8:00 am- 1:00 pm

Delivery Time

20 minutes

Family Medicine

Family medicine services provide continuous and comprehensive care. They offer the diagnosis and treatment of different organ systems and diseases for individuals of all ages and both genders such as child assessment services, child vaccinations and treating diabetic in Family Medicine Clinic.

The department also actively participates in home visits and other events in cooperation with other departments.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Walk-in



Mon - Thu
7:30am - 9:00pm
Fri - Sat and Sun
8:00am - 8:30 pm

Services are also available
during Public Holidays

Delivery Time

20 minutes

Test Results

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



Adult Gastroenterology

Adult gastroenterology services include but are not limited to:

- Endoscopy & colonoscopy under general anaesthesia

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



Every Wed
8:00am - 2:30pm

Delivery Time

30 minutes



Adult General Surgery

General surgery services include but are not limited to:

- Acute care consultation in accident and emergency
- Specialised hernia services consultation and surgeries
- Diabetic foot and wound care surgeries

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

For Whom?



UAE Nationals

Residents

Expats

Visitors



Morning Clinic
(Wed- Thu)

8:00am - 2:30pm

Afternoon clinic
(Tue)

3:00pm - 8:30pm

Delivery Time

New appointment
30 minutes

Follow-up
30 minutes

Health Education

Health education services provide health awareness and information regarding different diseases, especially chronic conditions for in and out-patients.

They aim to promote health and prevent disease, disability and premature death.

Some hospitals provide :

- Diabetic educators team
- Wound management team
- Lactation consultants

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

Diabetic Clinic

The services provide the diagnosis and the treatment of diabetic adult patients (in and out-patients).

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



Morning Clinic
(Monday & Thursday)
8:00am - 2:30pm
Afternoon Clinic
(Monday)
3:00pm - 8:30pm

Delivery Time

30 minutes

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.)

For Whom?

UAE Nationals
Residents
Expats
Visitors



Monday
8:00 am- 2:30 pm

Delivery Time

30 minutes

Test Results

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



Respiratory Diseases and Quit Smoking Clinic (Adults)

Quit smoking package provides counselling and motivation that aim at helping smokers to quit smoking and have a healthy life.

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



Tue
7:30am - 2:30pm

Delivery Time

30 minutes

Neuropsychiatry Clinic-Adult

For Whom?

UAE Nationals
Residents
Expats
Visitors



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

General neurology services include but are not limited to:

- CerebroVascular Accident (CVA), stroke, transient ischemic attack, multiple sclerosis (MS), movement disorders, dystonia, dementia, sleep disorders



Mon
8:00am - 2:30pm
Thu
8:00am - 2:30pm
Fri
8:00am - 1:00 pm

Delivery Time

New appointment
30 minutes

Follow-up
15 minutes

For Whom?

UAE Nationals
Residents
Expats
Visitors



Gynaecology Clinic
Morning Clinic
(Tue - Thu)
8:00am - 2:30pm
Afternoon clinic
(Tue)
3:00pm - 8:00pm
ANC Clinic
Morning Clinic
(Mon - Wed - Fri)
8:00am - 2:30pm
Fri
8:00 am - 1:00 pm
Afternoon clinic
Tue
6:00pm - 8:30pm

Delivery Time

30 minutes

Obstetrics and Gynaecology Services

General Obstetrics and gynaecology services are offered to include but not limited to:

Basic and routine obstetrics care:

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

Early pregnancy assessment unit specialised gynaecologic services:

- Early pregnancy assessment clinic EPAU
- Urogynaecologic services
- 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

Test Results

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

Ophthalmology Services (Adult/Paediatric)

The ophthalmology services provide the diagnosis and treatment of eye 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



Morning Clinic
(Mon - Tue - Wed- Thu)
8:00am - 2:30pm
No Afternoon Clinic

Delivery Time

20 minutes

Optometry

For Whom?

UAE Nationals
Residents
Expats
Visitors



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 visual field testing.

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

Test Results

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

Walk-in



Mon, Tue , Wed and Thu
7:30am - 2:30pm

Delivery Time

20 minutes

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

For Whom?

UAE Nationals
Residents
Expats
Visitors



Orthopaedic Clinic
Mon - Tue - Fri
8:00am - 2:30pm
Fri
8:00am - 1:00pm
Afternoon clinic
Mon
3:00pm - 08: 30pm

Delivery Time
30 minutes

Audiology

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

For Whom?

UAE Nationals
Residents
Expats
Visitors



Mon, Tue, Wed ,Thu and Fri
7:30am - 2:30pm

Delivery Time

40 minutes

Test Results

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

Notes

For newborn screening, only referral request is required

Service Charges

Free for newborn screening

General Otolaryngology (ENT)

General otolaryngology services include but are not limited to:

- Hearing assessment for adult, children and newborns
- Evaluation of hearing and balance
- Tonsillectomy and adenoids surgery

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



Mon, Wed ,Thu and Fri
8:00am - 2:30pm
Fri
8:00am - 1:00pm
No Afternoon clinic

Delivery Time

30 minutes

General Paediatrics

General paediatric services provide diagnosis, treatment, prognosis, and follow-up concerning the growth, development and overall health of infants, children, and adolescents for acute or chronic conditions.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Walk-in



Mon - Thu
8:00 am - 2:30 pm
Fri
8:00 am - 1:00 pm

Delivery Time

30 minutes

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

Rheumatology

This service provides 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:

- Osteoporosis clinic
- Rheumatology clinic
- Joint aspiration (therapeutic and diagnostic)
- Intra-articular joint aspiration and injection

The below services are not available at the clinic but while admission only:

- Ascetic/pleural fluid aspiration (therapeutic and diagnostic)
- Lumbar puncture for diagnosis and treatment

For Whom?

UAE Nationals
Residents
Expats
Visitors



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

Delivery Time

New appointment
45 minutes

Follow-up
25 minutes

Test Results

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





The background is a solid teal color. It is decorated with several white line-art daisies of varying sizes. One large daisy is in the top left, another large one is in the bottom right. There are also several smaller daisies scattered around: one in the top right, one in the middle right, one in the middle left, and two in the bottom left.

--- 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

Preparation Steps

Depends on the requested test

Test Results

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

Additional Documents

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

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

For Whom?

UAE Nationals
Residents
Expats
Visitors



Walk-in



Sun - Thu
7:30am - 9:00pm
(out-patient)

Out-patient Departments
for In-patient & ER
24 hours

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

Delivery Time

Depends on each case

Nutrition and Clinical Dietetics

For Whom?

UAE Nationals
Residents
Expats
Visitors



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:

- Nutrition care process for in-patients and out-patients
- Patient and families education and counselling session
- Obesity treatment
- Patient education and counselling session on diabetes



Morning Clinic:
Tue - Wed
7:30am - 2:30pm

Afternoon Clinic:
Mon
1:00pm - 6:00pm

Delivery Time
40 minutes

Test Results

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



Pharmacy

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

For Whom?



UAE Nationals

Residents

Expats

Visitors



Walk-in



24/7

Delivery Time

10 minutes

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



Sun - Thu
8:00am - 2:00pm

Delivery Time

45 - 50 minutes

Preparation Steps

Patient must be fed one hour before starting the treatment session.

Test Results

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

Service Limitations

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

Service Charges

Free for UAE Nationals

120AED

per session for expatriates
usually covered by insurance companies
if the programme is more than two hour

Payment Methods

Physiotherapy

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

This service includes but not limited to:

- Sport injuries rehabilitation
- Electrotherapy
- Exercise instructions

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



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

Delivery Time

45 minutes

Service Limitations

- Medically unstable patients
- Patients with communicable diseases



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
- Ultrasound
- Mammography - screening mammography
- MRI

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

For Whom?

UAE Nationals
Residents
Expats
Visitors



Sun - Thu
7:30am - 9:00pm

Delivery Time

X-ray
5 - 10 minutes

CT
10 - 15 minutes

CT with contrast
20 - 30 minutes

Ultrasound
10 - 15 minutes

MRI
25 - 60 minutes

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 for renewing the health card?

The answer will be available in the service catalogue on pages [12](#) & [13](#).

What are the required documents for a new birth certificate?

The answer will be available in the service catalogue on page [15](#).

What are the required documents for opening an antenatal file for the first visit to the clinic?

A copy of the Emirates ID of both patient and husband, passport copy of both patient and husband, copy of the marriage certificate and copy of the family book.

What are the out-patient department timings?

- Family Medicine Clinics: All weekdays from 8:00 am - 9:00pm.
- Specialty Clinics: Sunday to Thursday from 8:00am - 2:00pm.





INTERCONNECTED SERVICES



Services name	Name of related service
<ul style="list-style-type: none"> • Adult cardiology services 	<ul style="list-style-type: none"> • Radiology pharmacy • Laboratory • Family medicine services • Internal medicine services • General emergency • Medicine services • Paediatrics services
<ul style="list-style-type: none"> • Adult critical care medicine services 	<ul style="list-style-type: none"> • Radiology • Pharmacy • Laboratory • Family medicine services • Internal medicine services • Specialised clinics • General emergency • Medicine services
<ul style="list-style-type: none"> • Adult endocrinology services 	<ul style="list-style-type: none"> • Radiology • Pharmacy • Laboratory • Family medicine services • Internal medicine services • Specialised clinics • General emergency • Medicine services
<ul style="list-style-type: none"> • Adult gastroenterology services 	<ul style="list-style-type: none"> • Radiology • Pharmacy • Laboratory • Family medicine services • Internal medicine services • Specialised clinics • General emergency • Medicine services • Cardiology services
<ul style="list-style-type: none"> • Adult general surgery 	<ul style="list-style-type: none"> • Radiology • Pharmacy • Laboratory • Anaesthesiology

Services name	Name of related service
<ul style="list-style-type: none"> • Adult obesity 	<ul style="list-style-type: none"> • Radiology pharmacy • Laboratory • Family medicine services • Internal medicine services • Health education services • Nutrition and clinical dietetics • Services • Diabetes
<ul style="list-style-type: none"> • Adults orthopaedic surgery services 	<ul style="list-style-type: none"> • Radiology • Pharmacy • Laboratory • Family medicine services • Internal medicine services • Physiotherapy services • Surgery
<ul style="list-style-type: none"> • Anaesthesiology services 	<ul style="list-style-type: none"> • Radiology • Pharmacy • Laboratory • General surgery • General otolaryngology (ENT) services • Orthopaedic surgery services • The minimal access surgery service (female)
<ul style="list-style-type: none"> • Audiology services 	<ul style="list-style-type: none"> • Obstetrics and gynaecology services • Paediatrics services • General otolaryngology (ENT) services
<ul style="list-style-type: none"> • Dermatology services 	<ul style="list-style-type: none"> • Pharmacy • Laboratory • Family medicine services • Internal medicine services • Specialised clinics • General emergency • Medicine services

Services name	Name of related service
<ul style="list-style-type: none"> Family medicine services 	<ul style="list-style-type: none"> Radiology Pharmacy Laboratory Physiotherapy services Emergency Specialised clinics
<ul style="list-style-type: none"> General dental services 	<ul style="list-style-type: none"> Radiology Pharmacy
<ul style="list-style-type: none"> General otolaryngology (ENT) services 	<ul style="list-style-type: none"> Radiology Pharmacy Laboratory Family medicine services Internal medicine services General emergency Medicine services General surgery Paediatrics services Gynaecology services
<ul style="list-style-type: none"> General paediatrics services 	<ul style="list-style-type: none"> Radiology Pharmacy Laboratory Family Medicine services Emergency Obstetrics and gynaecology services
<ul style="list-style-type: none"> General pulmonary (respiratory) disease services 	<ul style="list-style-type: none"> Radiology Pharmacy Laboratory Family medicine services Emergency Internal medicine services
<ul style="list-style-type: none"> General radiology/diagnostic radiology services 	<ul style="list-style-type: none"> Orthopaedic surgery services Internal medicine services Gynaecology services General surgery Family medicine services Critical care medicine services

Services name	Name of related service
<ul style="list-style-type: none"> Gynaecic oncology service 	<ul style="list-style-type: none"> Radiology Pharmacy Laboratory Family medicine services Emergency
<ul style="list-style-type: none"> Health education services 	<ul style="list-style-type: none"> Radiology Pharmacy Laboratory Family medicine services Internal medicine services Nutrition and clinical dietetics services Adult obesity Diabetes
<ul style="list-style-type: none"> High-risk pregnancy and morbidly adherent placenta 	<ul style="list-style-type: none"> Anaesthesiology Radiology Pharmacy Laboratory Surgery Gynaecology services
<ul style="list-style-type: none"> Internal medicine services 	<ul style="list-style-type: none"> Radiology Pharmacy Laboratory Family medicine services Specialised clinics General
<ul style="list-style-type: none"> Issue new/duplicate medical report 	<ul style="list-style-type: none"> Health card
<ul style="list-style-type: none"> Medical laboratory services 	<ul style="list-style-type: none"> Internal medicine services Emergency Out-patient clinics

Services name	Name of related service
<ul style="list-style-type: none"> Minimal access surgery service (female) 	<ul style="list-style-type: none"> Radiology Pharmacy Laboratory Family medicine services Internal medicine services General emergency Medicine services General surgery
<ul style="list-style-type: none"> Nutrition and clinical dietetics services 	<ul style="list-style-type: none"> Adult obesity Diabetes Internal medicine for obstetric Internal medicine services
<ul style="list-style-type: none"> Obstetrics and gynaecology services 	<ul style="list-style-type: none"> Pharmacy Laboratory Family medicine services Internal medicine services General emergency Medicine services General surgery
<ul style="list-style-type: none"> Obstetrics & gynaecology emergency 	<ul style="list-style-type: none"> Radiology Pharmacy Laboratory Family medicine services Internal medicine services General emergency Medicine services General surgery
<ul style="list-style-type: none"> Occupational therapy 	<ul style="list-style-type: none"> Radiology Family medicine services Internal medicine services Orthopaedic surgery services
<ul style="list-style-type: none"> Ophthalmology services(Adult/Paediatric) 	<ul style="list-style-type: none"> Pharmacy Laboratory Family medicine services General emergency Medicine services General surgery Cardiology services

Services name	Name of related service
<ul style="list-style-type: none"> • Paediatric cardiology services 	<ul style="list-style-type: none"> • Radiology • Pharmacy • Laboratory • Family medicine services • Internal medicine services • General emergency • Medicine services
<ul style="list-style-type: none"> • Paediatrics critical care medicine services 	<ul style="list-style-type: none"> • Radiology • Laboratory • Paediatrics services • Internal medicine services • Emergency
<ul style="list-style-type: none"> • Paediatric pulmonology services 	<ul style="list-style-type: none"> • Radiology • Pharmacy • Laboratory • Paediatrics services • Family medicine services • Emergency
<ul style="list-style-type: none"> • Pharmacy services 	<ul style="list-style-type: none"> • Internal medicine services • Emergency • Out-patient clinics
<ul style="list-style-type: none"> • Physiotherapy services 	<ul style="list-style-type: none"> • Radiology • Family medicine services • Internal medicine services • Orthopaedic surgery services
<ul style="list-style-type: none"> • Quit smoking 	<ul style="list-style-type: none"> • Radiology pharmacy • Laboratory • Family medicine services • Internal medicine services • Diabetes • Adult obesity • Cardiology services
<ul style="list-style-type: none"> • Request issue/copy birth certificate/replace the lost birth certificate 	<ul style="list-style-type: none"> • Health card

Services name	Name of related service
<ul style="list-style-type: none">• Rheumatology services	<ul style="list-style-type: none">• Radiology• Pharmacy• Laboratory• Family medicine services• Internal medicine services• Dermatology services• Orthopaedic surgery services• General surgery• Gynaecology services