



BLOOD DONATION CENTRE

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS



LOCATION



E-MAIL



TELEPHONE



FAX

TIMING



TIMINGS

FOR WHOM?



MEN



WOMEN



PEOPLE OF
DETERMINATION

INFORMATION RECEIVED BY



WEBSITE



SERVICE CENTRE



CALL CENTRE



DHA APP.

PAYMENT METHOD



BANK TRANSFER
(FOR BLOOD SUPPLY)



CREDIT / DEBIT CARD
FOR THERAPEUTIC
PHLEBOTOMY



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.

BLOOD DONATION CENTRE



The Dubai Health Authority's Blood Donation Centre (DBDC) was founded in 1986.

It is the main blood donation centre in Dubai and it is committed to providing a safe and adequate supply of blood to all DHA hospitals and private hospitals in Dubai. The facility is accredited by Association for the Advancement of Blood & Biotherapies (AABB) since 2012.

DBDC collects around 50% of the total blood collected throughout the country and supply safe and high quality of blood and components.

Contacts



Dubai Blood Donation Centre
Latifa Women and Children
Hospital, Dubai, UAE



dbdc@dha.gov.ae



800342



To call from outside UAE
+971 4 219 8888



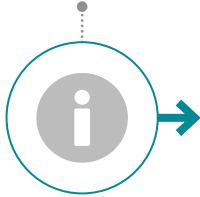
Mon - Fri
7:00am - 8:30pm



CUSTOMER JOURNEY

Gathering information

1



Gathering information

The customer can contact the call centre, access DHA website or DHA App. (DAMMI) or visit the centre to get the needed information about the services and working hours.



Completing the questionnaire

2



Completing the questionnaire

The customer can complete the questionnaire on DHA App. (DAMMI) or at the centre.



Walk-in

3-A



Walk-in

For blood donation, customer can visit the centre without an appointment.



Reaching the centre

4



Finding suitable parking

When the donor arrives at the centre, a dedicated parking is available and accessible.



3 OR

Appointment

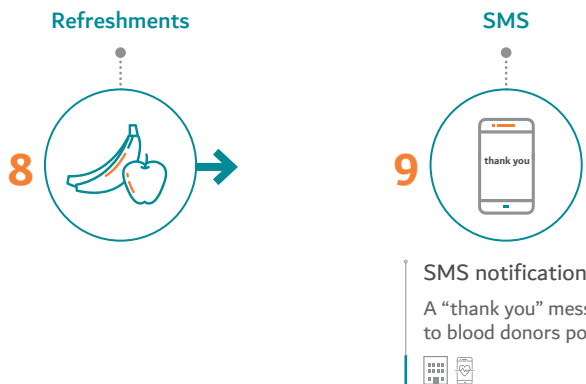
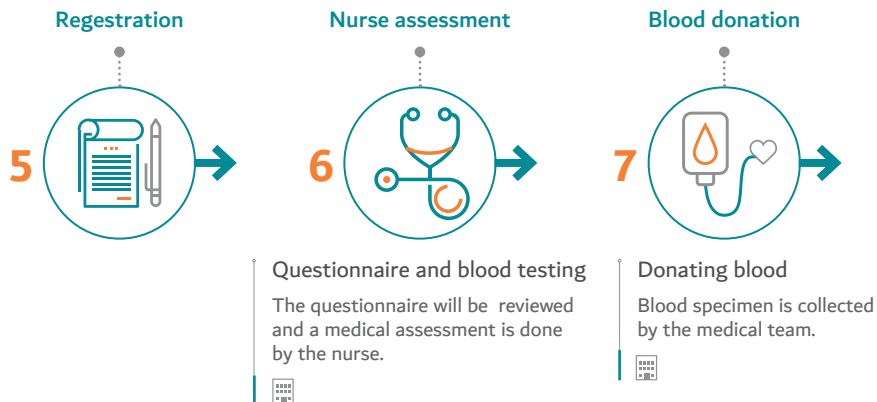
3-B



Appointment booking

For platelets apheresis and double red cells donation the customer will be given appointment by the centre, or can contact the call centre on 800342. Platelet or double red blood cell donation needs additional eligibility medical criteria.





THERAPEUTIC PHLEBOTOMY

Referral Request Form



Obtain the Referral request form treating physician, registered in UAE



Registration



Valid emirates ID and active health card for UAE nationals and residents. Visitors: present valid passport copy



Medical Assessment



The Referral Form will be reviewed and a medical assessment is done by the medical team.



Payment

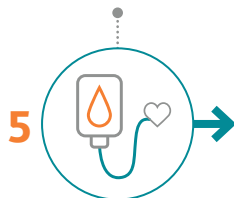


Payment by card only*

*The service is free for UAE nationals and GCC nationals residing in Dubai.



Phlebotomy



Removing whole blood from the patient as requested by the treating physician.



Refreshments



Rest and refreshment



INDEX OF SERVICES

MEDICAL SERVICES

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FACILITY FAQ (SUPPLYING BLOOD SERVICES)

Facility FAQ (Supplying Blood Services)

INTERCONNECTED SERVICES

Interconnected Services



MEDICAL SERVICES



For Whom?

UAE Nationals
Residents
GCC



Walk-in ,Counselling & Therapeutic phlebotomy

For whole blood donation

Appointment

For platelet apheresis donation and for double red cell donation



For whole blood donation

Mon - Fri

7:00am - 8:30pm

For platelet apheresis and double red cell donation

Mon - Thu

7:00am - 2:00pm

Fri

7:00am - 1:00pm

For donor counselling

Mon - Thu

7:30am - 2:30pm

Fri

7:30am - 12:30pm

Waiting Time

5 minutes

Blood Donation

The main blood donation services in Dubai to afford the required blood and components to patients in need whether in government or private sector.

Blood donation services include:

- Whole blood donation (single unit)
- Double red cells donation
- Platelet apheresis donation
- Blood donor medical counselling

Required Documents

- Valid Emirates ID/GCC-ID
- Request form for directed and autologous donation
- Referral request form for therapeutic phlebotomy

Service Limitations

For blood and components donation:

- Availability of valid Emirates ID/GCC-ID
- Age should be between 18 to 65 years
- Weight should be more than 50kgs
- Platelet apheresis double red cell donation and therapeutic phlebotomy is available only in the centre
- Travel history will be considered
- Fulfilling the eligibility criteria for blood and platelet donation

For medical counselling:

Medical counselling service is offered only for donors with positive or abnormal blood test results

Delivery Time

Whole blood donation: 60 minutes

Double red cells donation: 70 minutes

Platelet apheresis donation: 90 minutes

Donor counselling: 45 minutes



Therapeutic Phlebotomy

Therapeutic phlebotomy is part of treatment for blood disorders in which the removal of certain amount of blood is one of the treatment of choice.

Therapeutic phlebotomy can be performed only with a referral request from the treating licensed physician in UAE, which includes the frequency, duration and volume to be removed.

For Whom?

Patients
UAE Nationals
Residents
Visitors
Expats



Therapeutic phlebotomy
Mon - Fri
7:00am - 8:30pm

Walk-in

For Therapeutic Phlebotomy

Waiting Time

5 minutes

Delivery Time

60 minutes

Required Documents

- Valid emirates ID and active health card for UAE nationals and residents.
- Visitors: present valid passport copy.
- Referral form from the treating physician registered in UAE

Preparation Steps

- Availability of valid emirates ID/ GCC-ID.
- Availability of passport for visitors.
- Referral form from the treating physician.
- Have initial eligibility for safe therapeutic phlebotomy.

Types of accepted insurance coverages:

- SAADA
 - Enaya – Neuron (DHA Employee).
 - Almadallah- (Government of Dubai).
- Co-payment may be applicable.

Service Fees

368.25 Dhs
Credit/Debit Card only



Supplying Blood and Components to Hospitals

For Whom?

Healthcare
Providers
Hospitals



Supplying blood and its components to hospitals for patients in need within Dubai whether in government or private sector (which have valid SLA-Service Level Agreement with Purchasing Department in DHA) and to other main blood donation centres outside Dubai during emergency.

Required Documents

- Blood/product(s) request from (electronic from DHA hospital/ stamped hard copy from private hospital)
- payment receipt for private hospital

Appointment



24/7

Dubai Blood Donation
Centre Shipping Unit

Waiting Time

5 minutes

Delivery Time

10 minutes

Preparation Steps

- Valid SLA for requesting blood and components for private hospital
- Request form from the requesting hospital
- Payment receipt

Service limitations

Blood and components are supplied to private hospitals which have valid SLA with the Purchasing Department of DHA

Service Fees

Fees are as per Ministerial Decree for blood and blood components unit prices





FACILITY FAQ





1. For Blood and Platelet Donation:

Why donate blood?

Blood is the most precious gift that anyone can give to another person. There is a constant need for regular blood supply because blood can be stored for only a limited time before use and until date there is no replacement to human blood as therapy.

Your donation will make a difference and each donation can save 3-4 patients.

Who can give blood?

If you are healthy and between the ages 18 to 65 years , you are eligible to give blood. See eligibility criteria.

Is it safe to give blood?

Blood donation is very safe for eligible people; you cannot get any diseases from donating blood. All materials & supplies used to collect blood are new, sterile & disposable, and used only once. Qualified & certified team will assist you & ensure your safety during donation.

What are the types of donations available?

- Whole Blood Donation (Single Unit)
- Double Red Cells Donation
- Platelets Apheresis Donation

What are the benefits of blood donation?

- Blood Donation is a humanitarian act that helps to save the lives of needy patients.
- Regular blood donation would decrease the possibility of having heart diseases and strokes.
- It also activates the bone marrow to produce new blood cells.
- Help the body get rid of excess iron level.

What happens to my donated blood?

Collected blood units will be transported to our laboratory for processing, testing and storage, then transported to hospitals for transfusion. A Number of tests will be carried out to ensure patients safety. Each whole blood donation can save 3-4 patients.

Your blood will be tested for a number of blood tests to ensure patient safety & the blood donation center will notify you & give you required consultation when required. For your safety, read post donation instruction.



How often can a person give blood?

You can donate whole blood donations every 56 days , Platelet Apheresis donation every 2 weeks while the Double Red Cell donation every 16 weeks.

Where can i donate blood?

You can donate blood in Dubai Blood Donation Center, which is located in the Latifa Hospital complex and in our mobile buses, for which the location and timings are available through DHA call centers.

How long does it take to give blood?

It usually takes around 50-60 minutes to donate whole blood and therapeutic phlebotomy, approximately 80-90 minutes to donate platelets by Apheresis and up to 70 minutes to donate Double red cells.

What are the required documents and forms :

- You should have a valid emirates ID or a GCC-ID to be a blood donor. If you are on a visit visa & transit visa to the UAE , then you are not eligible to give blood as per Federal Health Regulation.
- If you are donating for any specific patients , then you need to provide a request form from the treating physician.
- If you are for therapeutic phlebotomy, you have to show a referral request form from your treating licensed physician from UAE and payment is required for this service.

What are the eligibility criteria?

- You should be in good general health condition at the time of blood donation.
- You must have slept properly the previous night.
- You should be between the ages of 18 – 65 years.
- You should not weight less than 50 Kg. If your age is between 18 to 21 years, your weight should be more than 55 kg.
- Your Blood pressure should be between 50-100 (diastolic) to 90-180 (systolic) mm Hg.
- Travel history outside UAE will be assessed by the screening medical team.
- It is not recommended for pregnant and lactating women to donate blood for the sake of her and her baby's health.
- You have to fulfill all other eligibility criteria on the day of donation during assessment by the screening nurse.



Is there any payment involved?

- Blood donation and platelet donation are voluntary services and there is no applicable fees.
- The price for the therapeutic phlebotomy service is AED 368.25 for each collection procedure.

What component of blood do hospitals need?

All blood types are needed. Regular donations from volunteer donors allow meeting the needs of hospitals for blood and blood products.

Red blood cells (that carries oxygen)

- To increase red cell mass after trauma or surgery.
- To treat anemia

Platelets (to control bleeding)

- To stop bleeding.
- To treat platelets function abnormalities.

Plasma (contains proteins & water)

- To treat bleeding in persons who have lost large amount of blood, for example, following massive bleeding due to trauma or complicated surgical procedures.
- To treat some rare bleeding disorders.

Cryoprecipitate

- To treat acute bleeding.
- Deficiency of clotting factors



2. For Medical Counselling:

To whom is this service offered?

- For blood donors who are not eligible to donate blood as per eligibility criteria, to ensure donor and patient safety. Our medical team will explain to the donor the reason for deferral.
- For donor who donated but his lab results showed that it needs notification to the donor and in certain cases it needs further follow up by the donor.

Is there any payment involed?

This service is offered free.

3. For Therapeutic Phlebotomy:

To whom is this service offered?

- This service is offered for certain patients whom the removal of certain amount of blood from their body is part of their treatment plan.
- The treating physician should order the amount of blood to be removed and frequency of collection in the request form.

Is there any payment involed?

The price for the therapeutic phlebotomy service is AED 368.25 for each collection procedure.

4. For organizing blood donation campaign:

Blood donation campaign can be organized in your company/organization or in your locality to support our services to maintain it's blood inventory . It can be done by contacting Dubai Blood Donation Center at the following address:

Phone: DHA call center (800342)/042193874

Email: dbdc@dha.gov.ae our recruitment supervisor will contact you to give you the requirements and more information about organizing a blood drive .



Who is the customer of blood supplying services?

DHA governmental hospitals and private sector hospitals in the Emirates of Dubai.

Do all private hospitals have access to the service?

Only licensed private hospitals by Health Regulation sector in Dubai receive the service after signing the Service Level Agreement (SLA) for requesting blood units and blood components.

How to get the Service Level Agreement (SLA) for purchasing blood units and components?

The Service Level Agreement (SLA) is signed with Contracts and Purchasing Department in DHA to ensure the eligibility of private hospitals to practice blood transfusion and ensure that the standards for requesting and supplying blood and blood components is reserved.

What are the steps and rules applied at the Dubai Blood Donation Centre to deliver the service to private hospitals?

All procedures and rules to get the service are mentioned in the Service Level Agreement (SLA), including the standards that ensure the safety of blood transfusion for patients.

Can the private hospitals return the blood units or blood components to Dubai Blood Donation Centre?

Blood units and components cannot be returned once delivered to the private hospital under any circumstances to ensure safety of products.

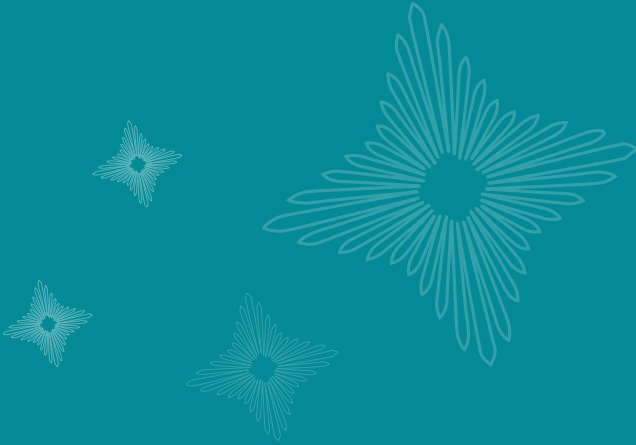
What are the service timings?

24/7 for shipping units, Dubai Blood Donation Center.





INTERCONNECTED SERVICES



Services name	Name of related service
Blood donation services	Donor counselling in case of abnormal/ positive results for infectious disease markers.
Therapeutic Phlebotomy	Therapeutic Phlebotomy is done in case of certain red blood disorders by referral from treating licensed physician in UAE.