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Design Manual for Medical Fitness Centres

Version 1.1

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Health Policies and Standards Department

Health Regulation Sector (2023)

🔇 800342 (DHA) | 🌐 dha.gov.ae | 💟 💿 🚺 🥥 @dha_dubai | in ▷ 🛟 Dubai Health Authority





INTRODUCTION

Health Regulation Sector (HRS) forms an integral part of Dubai Health Authority (DHA) and is mandated by DHA Law No. (14) of the year (2021) amending some clauses of law No. (6) of 2018 pertaining to the Dubai Health Authority (DHA), to undertake several functions including but not limited to:

- Developing regulation, policy, standards, and guidelines to improve quality and patient safety and promote the growth and development of the health sector;
- Licensure and inspection of health facilities as well as healthcare professionals and ensuring compliance to best practice;
- Managing patient complaints and assuring patient and physician rights are upheld;
- Governing the use of narcotics, controlled and semi-controlled medications;
- Strengthening health tourism and assuring ongoing growth; and
- Assuring management of health informatics, e-health and promoting innovation.

The Design Manual for Medical Fitness Centres aims to fulfil the following overarching DHA

Strategic Priorities (2022-2026):

- Pioneering Human-cantered health system to promote trust, safety, quality and care for patients and their families.
- Make Dubai a lighthouse for healthcare governance, integration and regulation.
- Pioneering prevention efforts against non-communicable diseases.





 Strengthening the economic contribution of the health sector, including health tourism to support Dubai economy.

ACKNOWLEDGMENT

The Health Policy and Standards Department (HPSD) developed this Standard in collaboration with Subject Matter Experts and would like to acknowledge and thank these health professionals for their dedication toward improving quality and safety of healthcare services in the Emirate of Dubai. Health Regulation Sector Dubai Health Authority





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EXECUTIVE SUMMARY

The Dubai Health Authority has established Medical Fitness Centres to perform medical fitness screening tests for its expatriate population which aims to improve geographical accessibility across Dubai. Medical Fitness test is a mandatory requirement for all expats in the UAE and the screening forms are a prerequisite for residency, or visa.

The scope of this document is to establish a Design Manual for Medical Fitness Centres across Dubai. This will assist the Investors with the standard requirements to build a Medical Fitness Centre. Dubai Health is responsible to ensure that the guidelines in this manual are implemented by investors and should meet all the requirements mentioned under this Manual. This document should be read in conjunction with DHA Health Facility Guidelines 2019 and with DM Code 223 to integrate the requirements of People of determination.

The Type of Contract model to be implemented for the Medical Fitness Centres like PPP or any other model type shall be on sole discretion of DUBAI HEALTH .

The purpose of creating this document is to define clear Design recommendations for Medical Fitness Centres that would assist the Investors and other stakeholders of the requirements to build Medical Fitness Centres across Dubai.

Key updates include:

- 1. The changes have been made taking into considerations the revised minimum requirements with respect to the room sizes. Refer appendices 1 9.
- 2. The laboratory may be outsourced or Inhouse subject to DHA Approval.
- 3. The sizes mentioned in appendix 8 are to be considered, if the laboratory is Inhouse.





DEFINITIONS

Medical Fitness Centre/Unit is designated medical centre that performs standardized and legally required screening tests to issue a medical fitness certificate, confirming to be free of communicable diseases, for new applicants or residents of Dubai in order to issue or renew their residence visa respectively

Screening test is a test that is performed to detect potential health disorders or diseases in people.

ABBREVIATIONS

DHA	:	Dubai Health Authority
DM	:	Dubai Municipality
FANR	:	Federal Authority of Nuclear Regulation
MFC	:	Medical Fitness Centres
PPP	:	Public Private Partnership
RPO	:	Radiation Protection Officer
POD	:	People of Determination
CRA	:	Central Receiving Area





1. BACKGROUND

- 1.1. The Dubai Health Authority (DHA) is establishing the Design Manual for Medical Fitness Centres to unify the health facility design recommendations for healthcare providers. Currently, DHA is carrying out Medical Fitness tests at an average of 2 Million customers per year. In addition to the existing agreement models, DHA intends to meet with the growing demand by extending its services to the Public Private Partnership model. Dubai Health is the entity responsible to select the capacity and module type for its implementation. Medical Fitness Centres are used by all customers including People of Determination to receive care, treatment and services as appropriate.
- 1.2. The DHA Health Regulation Sector intends to launch multiple design manuals for the four categories of screening facilities in the near future, starting with this specific Manual for Medical Fitness Centers.
- 1.3. DHA will be responsible for the licensing health facilities in Dubai.
- 1.4. DUBAI HEALTH will be responsible for the implementation of this manual within all facilities in Dubai.
- 1.5. The following refers to the types of facilities, categories of customers and the required documents from investors:
 - 1.5.1. Type A Medical Fitness Centre
 - 1.5.2. Type B Occupational Health Centre





- 1.5.3. Type C: Medical Fitness and Occupational Health Centre
- 1.5.4. Type D: Smart Centre
- 1.6. Categories of customers:
 - 1.6.1. Regular (male & female)
 - 1.6.2. Laborers (male)
 - 1.6.3. Company (male & female)
 - 1.6.4. VIP (optional)
- 1.7. Required feasibility study documents from investors:
 - 1.7.1. Expected numbers of visitors.
 - 1.7.2. Building status & Available space
 - 1.7.3. Available Electricity Load
 - 1.7.4. Categories of Customers
 - 1.7.5. Any other requirement from MFC or Dubai Health

2. SCOPE

2.1. Management of Medical Fitness Centers under DHA and Dubai Health .

3. PURPOSE

3.1. The purpose of this manual is to encourage the adoption of best practice in DHA

licensed Medical Fitness Centres to provide a high-quality continuum of care and to

fulfil the requirements of their sponsoring institutions in Dubai.





- 3.2. Formulating standards and protocol that foster excellence and optimize success.
- 3.3. Creating sustainability in healthcare system by preventing diseases in pursuit of the well-being of the community.
- 3.4. Medical Fitness Centres design manual achieves the following key objectives:
 - 3.4.1. Maintain public confidence in the facilities which comply with this manual
 - 3.4.2. Provide guidance to designers on the special needs of healthcare facilities
 - 3.4.3. Eliminate design features that result in unacceptable practices
 - 3.4.4. Provide a knowledge base to inform future healthcare design consultants

4. APPLICABILITY

4.1. All Medical Fitness Centres across Emirate of Dubai.

5. RECOMMENDATION ONE: GENERAL DESIGN CONSIDERATIONS

- 5.1. The site and access to any medical fitness centre should be convenient both to people using public transportation and personal vehicles.
- 5.2. Public corridors should have a minimum width of 1.5 m.
 - 5.2.1. Items such as provisions for drinking water, vending machines, etc., should not restrict corridor traffic or reduce the corridor width below the minimum requirement.





- 5.3. The minimum door opening width for patient use should be 90 cm. If the centre serves customers confined to wheelchairs, the minimum width of door openings to rooms should be 1.15 m.
 - 5.3.1. Door swings should be oriented to provide patient privacy.
- 5.4. The minimum ceiling height should be 2.40 m.
- 5.5. Selected flooring surfaces should be easy to maintain, readily cleanable, and

appropriately wear-resistant for the location.

- 5.5.1. Stairways flooring should have slip-resistant surfaces.
- 5.5.2. Slip-resistant flooring products should be considered for flooring surfaces in wet areas (e.g. ramps, shower and bath areas) and areas that include water for patient services.
- 5.5.3. Carpet should not be used in examination and treatment rooms, if used in patient waiting areas and corridors, carpet should be glued or stretched tight and free of loose edges or wrinkles.
- 5.6. Wall finishes should be washable, moisture-resistant and smooth. It is recommended to use wall finish treatments that do not create ledges or crevices which can harbour dust and dirt.
 - 5.6.1. The following should be avoided:
 - a. Highly polished flooring, and
 - b. Wall finish that create glare.





- 5.7. A hands-free operating tap and liquid or foam soap dispensers should be provided at all hand-washing stations in the medical fitness center.
- 5.8. Joints for floor openings for pipes and ducts should be tightly sealed.
- 5.9. Medical Fitness centre should be conveniently accessible to people of determination throughout the facility (Refer DM code 223).

6. **RECOMMENDATION TWO:** RECEPTION AND WAITING AREA

- 6.1. A reception, information counter or desk should be available to provide visual control of the entrance to the Medical Fitness Centre (MFC) and should be immediately apparent from that entrance.
- 6.2. The information counter should be managed by MFC staff and provide access to customers ensuring the availability of both male and female waiting areas.
- 6.3. Privacy measures should be considered when designing the female waiting areas.
 - 6.3.1. Designated areas for drinking water should be provided in the waiting areas.
- 6.4. The waiting area seats ratio should be at least two seats per consultation room (2:1).
- 6.5. Wheelchairs should be accommodated within the waiting area. (Refer to DM code223)
- 6.6. Toilet(s) for public use should be conveniently accessible from the waiting area without passing through clinical or staff work areas.
- 6.7. A hand-sanitizing stations should be provided in waiting areas in corridors.





7. RECOMMENDATION THREE: CLINICAL LABORATORY REQUIREMENTS

- 7.1. The Laboratory may be outsourced or Inhouse subject to Dubai Health Approval.
 - 7.1.1. The sizes mentioned in Appendix 8 are to be considered, if the Laboratory is Inhouse.
- 7.2. Blood collection room should have a minimum floor area of 7.5 m² with the following areas available:
 - 7.2.1. A seating space,
 - 7.2.2. A work counter,
 - 7.2.3. A hand-washing station, and
 - 7.2.4. A reclining chair or gurney for customer who become unsteady.
- 7.3. It is recommended that cubicle curtains or partial walls should be present to ensure privacy in the blood collection room.
- 7.4. Laboratory area for basic Serology & Parasitology tests should have a minimum clear floor area of 60 m².
 - 7.4.1. The size of area should be as per the number of clients and workload.
- 7.5. Work benches should be 75 cm wide
 - 7.5.1. Aisle clearance between benches should have a minimum of 60 cm.
 - 7.5.2. The space between adjacent workstations and laboratory benches should be

1.5 m or greater to provide ease of access.

7.6. Work countertops should be made from monolithic, heat resistant, antimicrobial &

impermeable material to moisture E.G Corian, Epoxy resin or Trespa countertops.





7.6.1. The floor and walls should be anti-static, heat resistant. anti-bacterial, anti-

fungal and resistant to chemicals used for disinfection purposes.

- 7.7. Work counters should be sufficient to meet equipment specifications and laboratory technician needs. Work counters should have the following:
 - 7.7.1. Hand-washing stations and counter sink
 - 7.7.2. Communications service
 - 7.7.3. Electrical service
- 7.8. Laboratory area should have appropriate facilities for storage and refrigeration of blood, urine, and other specimens.
- 7.9. Each laboratory must contain a sink for hand washing. Taps for hand washing should be either elbow operated, foot operated, or sensor operated.
- 7.10. Eye washing station should be accessible within a maximum distance of 15 m from the work area.
- 7.11. Storage cabinet(s) or closet(s) for the Clinical Laboratory should be provided.
- 7.12. A sterilization area or autoclave should be available in the laboratory.

8. RECOMMENDATION FOUR: DIAGNOSTIC IMAGING REQUIREMENTS (X-RAY)

8.1. The Federal Authority for Nuclear Regulation (FANR) is exclusively responsible for

licensing the use of ionizing radiation and radioactive materials in health facilities,

Radiation safety protection requirements shall be incorporated into the specifications

and the building plans and must comply with FANR laws and regulations.





- 8.2. Medical Fitness Centres providing ionizing radiation services should take all necessary steps to restrict the extent to which his employees or other persons are exposed to ionizing radiation.
- 8.3. If the MFC is located on the first floor or higher there should be adequate number of lifts available.
- 8.4. Multiple wheelchair spaces should be available in the facility with easy access
- 8.5. Corridors and doors should be wide to accommodate wheelchairs.
 - 8.5.1. Doors should be a minimum width of 90 cm for doors,
 - 8.5.2. Staff corridors should be a minimum width of 120 cm for &
 - 8.5.3. Public corridors should be a minimum width of 150 cm.
- 8.6. Radiologist(s) office is recommended to be provided (at min 9 square meters).
 - 8.6.1. The office should include provisions for patient consultation, viewing and charting of radiological films.
- 8.7. The minimum dimensions for X-ray room should be at least 15 m^2 .
 - 8.7.1. Room entrance should not be less than 120 cm wide and 200 cm height with a shielded door.
- 8.8. Shielded viewing window from the Control Area to the X-ray room should be provided.
- 8.9. All x-ray room walls to be 2mm lead lined.
- 8.10. The main door and console of the X-ray room doors should be 2mm lead lined.
- 8.11. Operator console window should be 2mm lead lined.





- 8.12. The lead lining for room should be minimum 10 cm above the false ceiling.
- 8.13. There should be a minimum 2 m distance between the X-ray tube and console.
- 8.14. Investor should comply with FANR through assigning radiation protection

officer in coordination with Dubai Health.

- 8.15. Customer changing room with safe storage for valuables and clothing should be provided.
 - 8.15.1. This area should be at a minimum 1.5 m x 1.2 m and the space should be large enough for staff-assisting dressing.
- 8.16. There should be a minimum of two (2) toilets, separate for male and female.
 - 8.16.1. If the MFC includes radiology services there should be a toilet close by or with

direct access to the X-ray room.

- 8.17. Storage centre should be provided for equipment
- 8.18. Wall finish should be general paint.
- 8.19. Floor finish should be vinyl composition tile.
- 8.20. Clean utility storage to store clean gowns in female x-ray room.
- 8.21. Ensure that the fixed overhead ceiling-mounted x-ray system has adequate space for rails.

9. RECOMMENDATION FIVE: CONSULTATION AND EXAMINATION ROOMS

9.1. Consultation and examination room should have a minimum floor area of 12 \mbox{m}^2 and

minimum room dimension shall be 3 m.





- 9.2. Consultation room only (without examination) should have a minimum floor area of 9 m^2 .
- 9.3. Room arrangement should permit a minimum clearance of 85 cm at one side of the examination table or bed.
- 9.4. A hand-washing station with a hands-free operating tap and liquid or foam soap dispensers should be provided in examination room.
 - 9.4.1. Sinks should be designed with deep basins made of porcelain, stainless steel, or solid surface materials.
 - 9.4.2. Installation of paper towel motion sensor for drying.
- 9.5. Hand sanitizer dispenser should be provided in addition to hand-washing stations.
- 9.6. Equipment's and supplies required for each service should be based on the services provided in Medical Fitness Centre.
- 9.7. The treatment room should have the following:
 - 9.7.1. Regular treatment room for injection or nebulizer should have a minimum floor area of 7.5 m².
 - 9.7.2. Room arrangement should permit a minimum clearance of 90 cm at each side of the bed.
 - 9.7.3. Hand-washing station should be available.
 - 9.7.4. Provide space or counter for information record.





- 9.7.5. A medical refrigerator with freezer and a built in thermometer with alarm system device to be connected to the clinical area and security office and a medical cold chain box.
- 9.7.6. Locked storage for controlled drugs (if used).
- 9.7.7. Door swings should be oriented to provide patient privacy.
- 9.8. Separate assessment room for male and female is required.
- 9.9. Assessment rooms should have the following:
 - 9.9.1. The room should have a minimum floor area of 7.5 m² per observation bed with hand-washing station in the vicinity.
 - 9.9.2. Door swings should be oriented to provide patient privacy
- 9.10. Recommendations of equipment and supply storage include the following:
 - 9.10.1. Dedicated waste collection and storage area.
 - 9.10.2. General storage facilities for supplies and equipment should be provided based

on the facility services.

- a. One (1) main general store for each medical fitness centre
- b. One (1) sub-store for each department
- 9.10.3. Special storage for staff personal effects with lockable drawers or cabinets should be provided.





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APPENDICES

APPENDIX 1: RECEPTION AND WAITING AREA REQUIREMENTS

	Reception and Waiting Area					
No	Name	Area	Remarks			
1	Airlock - entry	10 m ²	minimum width 2 m			
2	Main Registration Counter	5 m ²	one staff / number may vary based on space availability			
З	Main Waiting area (M&F)/ (15 person)	11.25 m ²	(0.75 m ²) cubicle chair space / number may vary based on space availability			
4	Bay -wheelchair park	3 m ²				
5	Staff & public toilets (M & F)/ (2 no's)	5 m²	 (2.5 m²) per toilet, centrally located emergency call bell button/cord should be located near floor and connected to Nurse Station, reception, and sensor-based toilet seat cover to be available. 			
6	Shared toilet for POD	5 m ²	1.5 m, minimum maneuvering diameter			
7	Administration office	9 m ²				
8	Backup office	Optional				
9	Café	Optional				
10	Internet Kiosks	Optional				
Add	circulation 20%					





APPENDIX 2: DIAGNOSTIC AREA REQUIREMENTS

	Diagnostic Area					
No	Name	Area	Remarks			
1	Lab Sub registration counter	5 m ²	per staff / number may vary based on space			
-			availability			
2	LAB Sub waiting area (M&F) (6 persons)	4.5 m ²	(0.75 m ²) cubicle chair space per person /			
			number may vary based on space availability			
3	Bay -wheelchair park	3 m ²				
4	Staff & public toilets (M & F) (2 no's)	5 m ²	(2.5 m ²) per toilet / can be shared with close toilets			
_	Blood collection rooms with wash basin (M					
5	& F) (2 no's)	15 m ²	(7.5 m ²) per room			
6	Urine Sample Receiving Room &	10 m ²	Close to lab CRA room (within female			
6	toilet		area only)			
7	X-ray Sub registration counter.	5 m ²	per staff / number may vary based on space			
1			availability			
8	X-ray Sub waiting area (M&F) (6persons)	4.5 m ²	(0.75 m ²) cubicle chair space / number may			
0			vary based on space availability			
9	Female Counter	3 m ²	Per Staff			
10	Staff & public toilets (M & F)	5 m ²	Can be Shared with other units			
11	X-ray Room	15 m²	Including control area			
12	X-ray Changing room (1)	3 m ²	1.2 m * 1.5 m (minimum dimensions) /			
			number may vary based on space availability			
13	Clean linen	2 m ²				
14	Dirty linen	10 m ²				
15	Radiologist Office	9 m ²				
16	Packs workstation	5 m ²	(1person) depending on number of Staff			
17	Feeding room	optional				
Add	circulation 20%					

Design Manual for Medical Fitness Centres





APPENDIX 3: CLINICAL AREA REQUIREMENTS

	Clinical Area						
No	Name	Area	Remarks				
1	Vaccination Room	9 m²					
2	Consultation Room	12 m ²					
3	Treatment	7.5 m ²					
4	Holding room	7.5 m ²					
5	5 Supervisor's room 9 m ² single person						
Circ	Circulation 20%						





APPENDIX 4: STAFF AREA REQUIREMENTS

	Staff Area					
No	Name	Area	Remarks			
1	Office	9 m ²	single person			
2	Meeting room	9 m ²	(small)			
			7m ² per room - Toilet, shower & lockers			
	Staff changing room (M/F)/(2nos)	14 m²	(segregation is required M&F) /area depend			
3			on facility size and number of staffs			
_			shared, Based on facility size and number of			
4	Staff lounge (M&F)	10 m ²	staffs			
5	Pantry	6 m ²				
6	Security room/Toilet	10 m ²	As per SIRA requirement			
7	Prayer rooms (M/F)	optional				
8	Ablution room	optional				
Circ	ulation 20%					





APPENDIX 5: SERVICES AREA REQUIREMENTS

	Services Area					
No	Name	Area	Remarks			
1	Clean utility	6 m ²				
2	Dirty utility	6 m ²	With wash basin			
3	Janitor	6 m²	1 per 1000 m ² / with wash basin & mop sink			
4	General Waste	10 m ²				
5	5 Medical Waste 6 m ² Wash basin with ventilation mechanism					
Circ	Circulation 20%					





APPENDIX 6: GENERAL SERVICES AREA REQUIREMENTS

	General Services					
No	Name	Area	Remarks			
1	Garbage	8 m ²				
2	Equipment store	8 m ²	depends on number of equipment			
3	IT server room	-	Size based upon the requirements			
4	UPS room	-	Size based upon the requirements			
5	General store	15 m ²				
6	6 Domestic Store 5 m ²					
7	Biomedical workshop					
Circu	Circulation 20%					





APPENDIX 7: VIP AREA REQUIREMENTS (OPTIONAL)

	VIP Category					
No	Name	Area	Remarks			
1	Sub registration counter	5 m²	Per staff / number may vary based on space availability			
2	Sub waiting area (M&F)	0.75 m ²	Per cubicle chair space			
3	Blood collection rooms with wash basin (M&F) (2 nos)	15 m²				
4	Urine Sample Receiving Room & toilet	10 m²	Close to lab CRA room (within female area only)			
5	X-ray Room	15 m²	Including control area			
6	X-ray Changing room (1)	3 m²	1.2 m * 1.5 m (minimum dimensions) / number depends on workload			
7	Staff & public toilets (M & F)	Shared				
Cir	culation 20%					

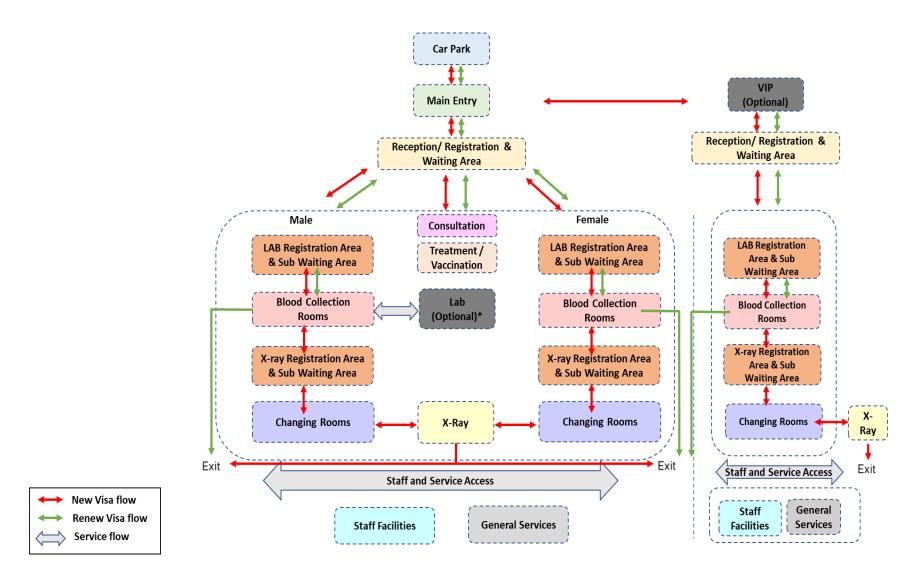
APPENDIX 8: LAB AREA REQUIREMENTS (OPTIONAL)*

	LAB					
No	No Name Area		Remarks			
			- Size of area will be as per the number of			
1	Serology & Parasitology	60 m ²	clients and workload			
			-Deluge shower to be provided (1 m²)			
		Required rooms				
1	Staff changing rooms		Recommended			
2	Pathologist / Supervisor office	9 m²	single person			
			Provide sub-store on each floor (if			
3	Consumables Store	6 m ²	clinical laboratory service is provided on			
			different floors of a building).			
4	Medical waste room	6 m ²				
5	Sterilization room	7 m ²				
6	CRA room	6 m ²	With view window on the lab			
7	Cold room (storing reagent &	6 m ²				
/	samples)					
8	Janitor	6 m ²	with wash basin & mop sink (can be			
0	Santon	0111	shared)			
Circula	ation 20%					

Note:

- Serology & Parasitology can be shared in one space
- Chemistry and microbiology shall be segregated from main lab with dedicated airlock accesses

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APPENDIX 10: JUSTIFICATIONS OF NON-COMPLIANCE

No.	Facility/ Location	Issue Date	Non-compliance description	Non-compliance Justification	DHA Remarks	Corrective Action	DHA NCR Closeout

Important Notes:

- 1. The Non-compliance report shall be used for both the design and deliverable stage during facility completion
- 2. To ensure all health facilities within the DHA are designed and built to a high standard, DHA will enforce compliance with all requirements as set out in the Medical Fitness Guidelines. Practically this means all design aspects are to comply with the Standards and Guidelines of the Medical Fitness Centres. However, there may be circumstances where compliance is difficult or impossible. For such cases applicant may propose alternative solutions by filling the Justification of Non-Compliance Form.
- 3. In case of any rejected Non-compliance item, the facility will not be able to proceed with the design until the new proposal of the corrective action.

DHA Authorized personnel:
Signature:
Date:

Consultant Authorized personnel:
Signature:
Date:







ATTACHMENTS

The following are the intended Attachments to this Design Manual for Medical Fitness Centres.

Attachments are provided by DUBAI HEALTH .

- Appendix A LAB Furniture
- Appendix B LAB Medical Equipment
- Appendix C LAB IT Requirements
- Appendix D LAB Specifications
- Appendix E X RAY Specifications
- Appendix F IT Specification
- Appendix G FMU Equipment

Note: All Appendices to be coordinated with Dubai Health

