



DUBAI DIABETES CENTRE

SERVICE CATALOGUE

CUSTOMER JOURNEY

1 Accessing out-patient information



Gathering information

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



2 Appointment



Taking appointment

The patient can book an appointment through the call centre 800DHA.



3 Reaching the centre



Finding suitable parking

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



4 Registration



Counter in the registration area

The patient provides one of the following documents:

- Original valid Emirates ID
- Health card number
- Original insurance card
- Valid passport
- UAE driving licence
- GCC card



5 Nurse assessment



Vital signs check-up

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



6 Multi disciplinary team assessment



Consultation room

The patient checks into the treatment room to see the physicians.



7 Care provision



Consultation room

The patient checks into the consultation room to see the other team members.



8 Laboratory



Giving samples

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



9 Pharmacy



Receiving medication

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



10 Follow-up appointment



Taking appointment

The patient calls 800DHA to book an appointment.



These steps are done when/if required



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Social Care Services

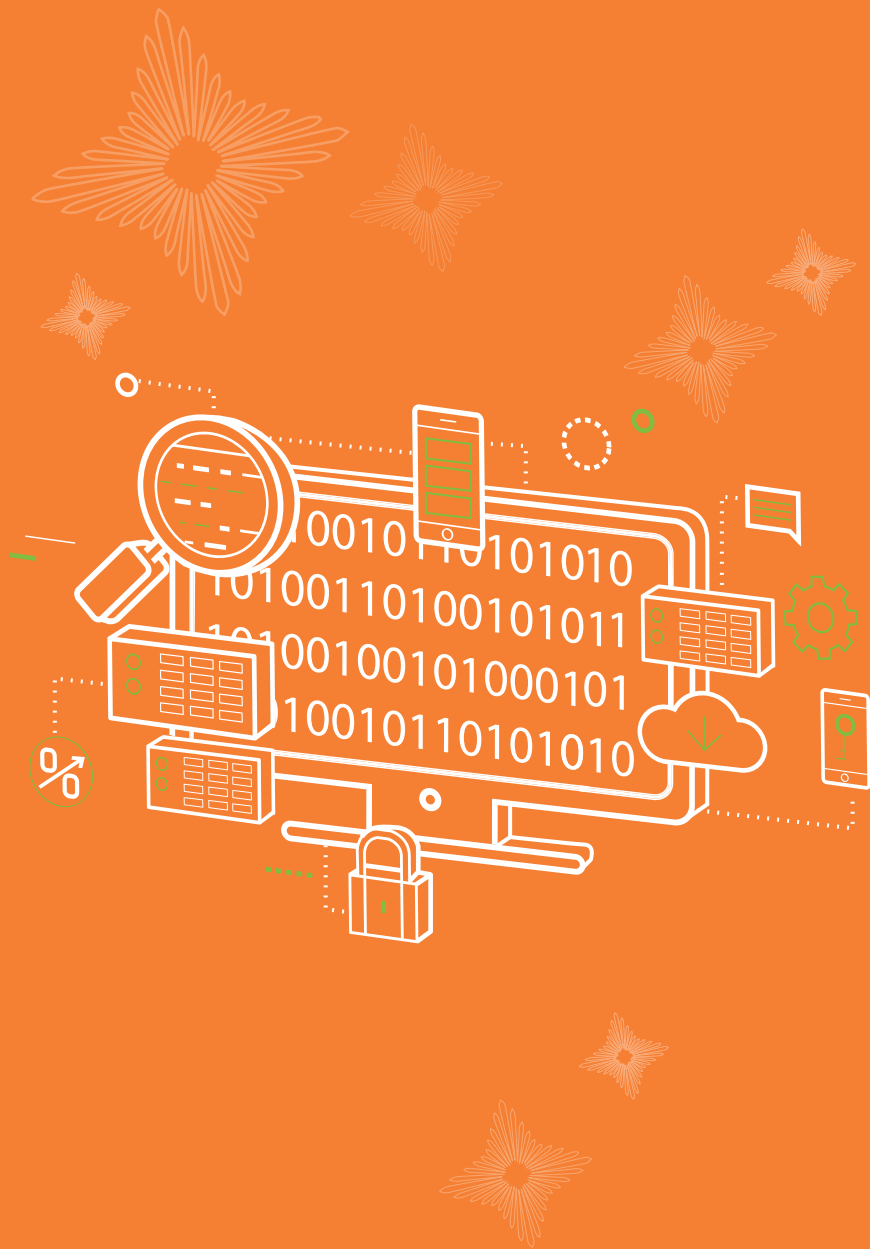
Psychology

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.

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.

Service Charges

New Health Card

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

Duplicate Health Card

70AED

Payment Methods

For Whom?

UAE Nationals

Residents

GCC Citizens



Walk-in



Sun - Thu
7:30am - 2:30pm

Delivery Time

1-5 minutes

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

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



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

Walk-in



Sun - Thu
7:30am - 2:30pm

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

5 working days

Service Charges

270AED

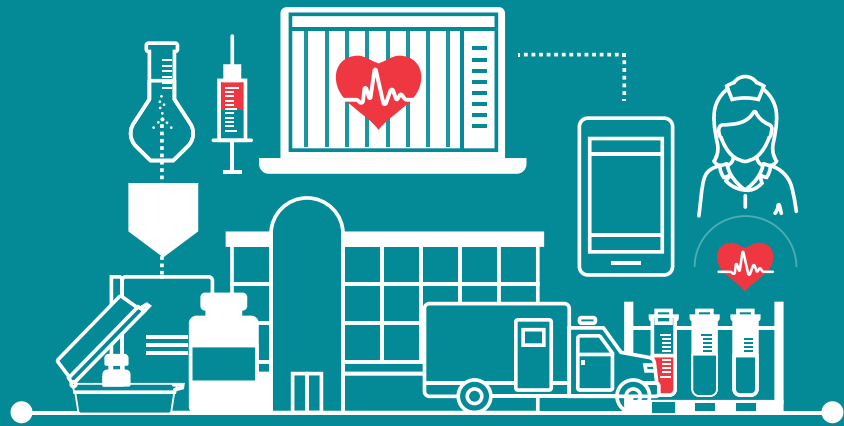
new report

120AED

copy of a report

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

Payment Methods



SPECIALISED MEDICAL SERVICES

Adult Diabetes

Adult diabetes medical services include but are not limited to:

- Diabetes management and education
- Obesity management services
- Diabetes-antenatal clinic
- Insulin pump clinic
- Psychological support clinic
- Foot care clinic

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 Journey), please provide:

- Previous laboratory tests (if required)
- For any follow-up appointment, patients must bring their glucometer

Service Limitations

Patient must be already diagnosed with diabetes

For Whom?



UAE Nationals
Residents

Expats
Visitors



Sun - Thu
7:30am - 2:30pm

Delivery Time

New appointment
1 hour

Follow-up
30 minutes

Specialised Diabetes Health Education

Diabetes is a complex disease that requires daily self-management - staying physically active, monitoring the blood sugar and taking medications as prescribed. It is also important to learn how to problem solve, reduce risks for complications and cope with lifestyle changes.

Successful self-management will help the patient feel better and can reduce chances of developing complications including heart disease, dental disease, eye disorders, kidney disease, nerve damage and lower leg amputation.

A key member of the diabetes management team, a diabetes educator will help the patients learn how to take care of themselves — guide them through their treatment and help them with any fears, issues and problems they encounter along the way.

Specialised Diabetes Health Education Services:

- Continuous blood glucose sensor insertion, download and evaluation
- Pump education
- Pump download and sensor evaluation

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 - 2:30pm

Delivery Time

New appointment
1 hour

Follow-up
30 minutes

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:

- Clinical biochemistry
- Microbiology and infectious diseases tests
- Hematopathology
- Immunology

Preparation Steps

Depends on the requested test(s)

Test Results

- Tests results can be viewed through the DHA App.
- Contact by phone in case additional samples are required

Additional Documents

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

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

Nutrition and Clinical Dietetics

Clinical Dietetics and nutrition services provide health education services and assess nutritional needs to develop and implement dietary care plans and provide nutritional counselling in management of diabetes and its complications in specific and overall health to patients.

Those services include but are not limited to:

- Assess and monitor patient's dietary needs for out-patients
- Education provided to patient and/or family
- Participate in community activities such as screening and raising awareness
- Conduct group classes covering nutritional topics
- Provide training to DHA clinical staff as well as to interns and students
- Conduct medical research for patient care improvement
- Obesity treatment

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



Walk-in



Sun - Thu
7:30am - 2:30pm

Some tests may require to make an appointment (e.g. GTT test)

Delivery Time

Depends on each case

For Whom?

UAE Nationals
Residents
Expats
Visitors



Sun - Thu
7:30am - 2:30pm

Delivery Time

Adults
New appointment
40 minutes

Follow-up
30 minutes

Children
New appointment
1 hour

Follow-up
30 minutes

Optometry services

In Dubai Diabetes Centre optometry service provides facility of diabetic retinopathy screenings.

The following tests are being performed:

- Measuring visual acuity
- Taking color retinal images 7 field protocol and red-free images with non-mydratic retinal camera
- Optical coherence tomography (if needed)

In case of abnormal retinal findings (diabetic retinopathy, hypertensive retinopathy, age-related macular degeneration, etc). cataract or suspected glaucoma, the patient is referred by the ophthalmologist to the ophthalmology service in Dubai Hospital for further investigation and treatment.

For diabetic retinopathy complication, counselling is being offered to the patient.

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 - 2:30pm

Delivery Time
30 minutes

Paediatric Diabetes Medical Services

Paediatric Diabetes Medical Services services are offered to children up to the age of 18 years.

The consultant paediatric endocrinologist provides services which include:

- Diabetes management and education
- Obesity management and treatment
- Insulin pumps and diabetes technology services
- Paediatric endocrinology consultations

Test Results

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

Service Process

- Before your visit, you will receive a reminder by SMS regarding the date and time of your visit
- Please arrive **30 minutes before the appointment time** to allow time for registration and nurse assessment
- If you use a glucometer or a pump, please bring it to your appointment
- Please bring a copy of any previous lab tests and clinic notes from other places outside DHA
- Please remember, while we do accept all patients under the age of 18 years, if a patient is under age 16 years they need to be accompanied by one of the parents or a legal guardian

Service Limitations

- Patients under age 16 years need to be accompanied by one of the parents or a legal guardian

For Whom?

UAE Nationals
Residents
Expats
Visitors



Sun - Thu
7:30am - 2:30pm

Delivery Time
New appointment
60 minutes

Follow-up
30 minutes

Additional Documents

In addition to the required documents (see Customer Journey), please provide:

- Previous laboratory tests (if required) and previous clinic visit notes
- For any follow-up appointment, patients must bring their glucometer and pump if required

Podiatry

Podiatry services provide screening, prevention, examination, diagnosis and treatment of all medical conditions related to the foot and ankle.

Test Results

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

Service Limitations

- Patients with diabetic foot ulcers of grade 2 or more (will be referred to Wound Care Unit - Trauma Centre or any hospitals)

For Whom?

UAE Nationals
Residents
Expats
Visitors



Sun - Thu
7:30am - 2:30pm

Delivery Time

Up to 1 hour

Physiotherapy

Physiotherapy services provide diabetes management and prevention of diabetes related complications through movement and exercise, education and advice.

Physiotherapist/exercise physiologist provides comprehensive patient assessment by reviewing patient's medical history, overall activity pattern, complications and limitations. They provide appropriate exercise programme to patients with diabetes and other co-morbidities and supervision for group exercise session.

The services include but are not limited to:

- Body composition assessment
- Muscle strength and flexibility assessment
- Exercise evaluation
- Individual exercise programme for various clinical conditions
- Gym services

Test Results

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

Service Limitations

- Medically unstable patients
- Patients with communicable diseases

For Whom?

UAE Nationals
Residents
Expats



Sun - Thu
7:30am - 2:30pm

Delivery Time

New appointment
30 minutes

Follow up
30 minutes

Exercise Evaluation
60 minutes

Gym Session
60 minutes

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



For medication refills, please contact or e-mail Dubai Diabetes Centre using the contact details mentioned below, **at least seven days** before your medications are run-out.

The customer's prescription will be ready for collection and there will be no waiting time.

In addition, transfer of the customer's medication can be transferred to the nearest DHA healthcare centre or can be delivered to the customer's home door by Zajel at reasonable costs.

Walk-in



Sun - Thu
7:30am - 2:30pm

Delivery Time

10 - 20 minutes

Contact information



800342



04 3819649
04 3819650



sugar@dha.gov.ae



SOCIAL CARE SERVICES

Psychology

Social care services provide support to patients and their families. Counselling services include supportive counselling, couples/ family counselling, as well as support for parents of children diagnosed with diabetes. In counselling, we can address any emotional distress, diabetes burnout, and any life related stressors.

Through counselling patients can improve quality of life, gain support, develop healthier coping skills, improve relationships and achieve healthier management of emotional and physical health.

Counselling services are confidential and any patient following-up at Dubai Diabetes Centre has access to this service.

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



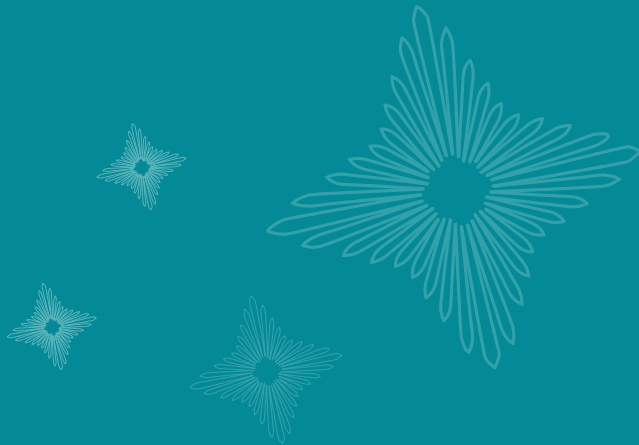
Appointment



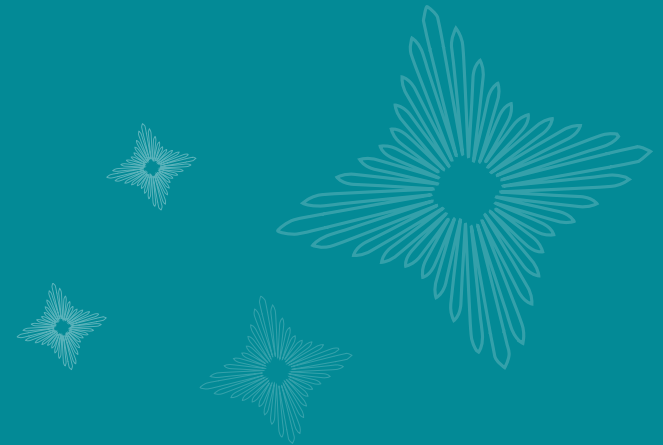
Sun - Thu
7:30am - 2:30pm

Delivery Time

Depends on the patient's requirements



FACILITY FAQ





Can I reschedule my appointments?

Yes, appointments can be rescheduled.

How can I confirm my appointments?

Appointments can be confirmed through the call centre 800342.

How can I ask to get new appointments?

New appointments can be taken through the call centre 800342.

How can I ask about cancelled appointments or request to cancel an appointment?

Through the call centre 800342.

How can I ask about referral query?

Through the call centre 800342.

How can I ask for coming late or a bit delayed for an appointment?

You cannot be late. You must arrive 20 minutes before an appointment.

How can I contact DDC and where is the location?

You can contact the call centre 800342.

The location is Al Hudaiba Awards Buildings, Block C, First floor.

What are DDC working hours?

Sunday - Thursday
7:30am - 2:30pm

What types of health insurance do you accept?

Insurance Neuron, Enaya and Umbrella Company.

Is parking available? Is it free or paid?

Parking is available but it is not free.

Are there clinics working night shift?

No, there are no clinics working night shift.

Why should I contact the call centre system instead of making direct contact with the appointments department?

Contacting the call centre relieves pressure on the front-line staff and it provides sufficient time for the patient to talk to a customer service representative and book an appointment in a correct and accurate way.

How can I communicate with DDC to refill the medicines? Who can I ask about the availability of some medications?

You can contact the triage number 04-3819650 and 04-3819649 or you will get assistance through the call centre 800342.

Who can assist me about the possibility to deliver the medicines?

You can contact the call centre 800342 or call the pharmacy at 04-3819638.

Is it possible to talk directly with the physician and the nurse?

Yes, patient can talk directly to any nurse available through the triage number 04-3819650 and 04-3819649 or meet the nurse at the centre.

How can I find-out the physician's schedule?

We are ready to answer our patients regarding any physician's schedule. You will need to contact the call centre 800342.

What are the names of the physician's in the centre?

Dr. Ahmed Hassoun
Dr. Bruno
Dr. Mohammad Bilal Al Shamma
Dr. Dima
Dr. Jalal Naffash
Dr. Hamed Farooqi
Dr. Jaber Al Ansari



INTERCONNECTED SERVICES

Services name	Name of related service
<ul style="list-style-type: none"> Nutrition and clinical dietetics 	<ul style="list-style-type: none"> For new patients only Diabetes medical services (children and adults)
<ul style="list-style-type: none"> Medical laboratory services 	<ul style="list-style-type: none"> Diabetes medical services (children and adults)
<ul style="list-style-type: none"> Optometry services 	<ul style="list-style-type: none"> Diabetes medical services adults
<ul style="list-style-type: none"> Pharmacy services 	<ul style="list-style-type: none"> Diabetes medical services (children and adults)
<ul style="list-style-type: none"> Physiotherapy services 	<ul style="list-style-type: none"> Diabetes medical services (children and adults)
<ul style="list-style-type: none"> Podiatry service 	<ul style="list-style-type: none"> Diabetes medical services adults
<ul style="list-style-type: none"> Psychological care services 	<ul style="list-style-type: none"> Diabetes medical services (children and adults)
<ul style="list-style-type: none"> Request a medical report/copy/amendment 	<ul style="list-style-type: none"> Diabetes medical services adults
<ul style="list-style-type: none"> Request for issuing a health card renewal/lost replacement 	<ul style="list-style-type: none"> Financial services