DXH
تجربة دبي الصحية
Dubai Health Experience
His Highness Sheikh Mohammed bin Rashid Al Maktoum
Vice-President and Prime Minister of the UAE and Ruler of Dubai
His Highness Sheikh Hamdan bin Rashid Al Maktoum
Deputy Ruler of Dubai, Minister of Finance and Chairman of Dubai Municipality
Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum
Deputy Ruler of Dubai, and the Chairman of Dubai Media Incorporated
The UAE remains a front runner and pioneer in the world development map and Dubai continues to be a beacon of life and happiness and a destination for a brighter future.

Along with the achievements the country has made in all fields, Dubai provides a safe haven for over 200 nationalities who live in peace and stability.

Dubai has become a unique model of a developed society where everyone competes in an innovative environment in all fields, including the health sector.

Our wise leadership is keenly interested in the development of the health sector making it the fastest growing sector.

The availability of investment facilities also lead in the creation of developed medical services in both private and public health sectors.

We are proud with what Dubai has reached and achieved in remarkable developments inspired by the wise leadership of His Highness Sheikh Mohammad Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

We are also proud of the unlimited support provided by His Highness Sheikh Hamdan Bin Mohammad Bin Rashid Al Maktoum, Crown Prince of Dubai and the Chairman of the executive council, in the development plans and their executive programmes especially in the health sector and the direct supervision of His Highness Sheikh Hamdan Bin Rashid Al Maktoum, Deputy Ruler of Dubai, Minister of Finance and Chairman of Dubai Health Authority.

In light of Dubai’s vision and quest to achieve international competition to provide a first class health model for treating patients, Dubai Health Authority is working towards activating medical tourism and making Dubai the ideal destination for this important tourism sector.

Therefore Dubai Health Authority is launching a new era of medical tourism, relying on Dubai’s international reputation, potential and its aim to be the number one destination for medical tourism—where all efforts are integrated to create a healthy and happy society.

Humaid Al Qatami
Chairman of the Board and Director-General of the Dubai Health Authority
ABOUT DXH

Dubai Health Experience (DXH) is the prestige brand conceived by the Dubai Health Authority (DHA) to strengthen the position of Dubai on the world map of medical tourism under the directive of HH Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Dubai Executive Council.

Fulfilling this vision, DHA aims to be a pioneer in the field of medical tourism and be a market leader for elective treatments in niche specialties and DXH aims to provide high-quality medical services and an unparalleled holiday experience in one of the world’s most dynamic cities.

Dubai is already a globally renowned tourist destination as the fourth most visited city in the world, and now envisages making healthcare part of the lifestyle experience with an impressive range of premier accredited hospitals and over 35,000 healthcare professionals from 110 nationalities providing a warm reception to patients in their own language.

The DXH website also offers the chance to choose from a wide range of medical specialties and services covering advanced elective procedures in cosmetic surgery, orthopaedics and sports medicine, ophthalmology, dental, dermatology and cosmetic dermatology treatments, wellness and preventive health check-up, as well as assisted reproductive techniques and weight loss management and surgeries. These packages are featured with detailed inclusions and exclusions, making it easy for medical tourists to compare and select the best choices suited to their budget.

To further assist overseas medical tourists, the website also has extensive travel information including visa requirements (if needed) and the option of booking both hotel stays and return flights through Emirates Airlines.

DXH’s unique proposition is the patient-centric approach with assurance of the quality of service provided and the unparalleled reassurance guaranteed even after the treatment ends.

In support of this vision, DHA developed a transparent Patient Protection Plan with the provision of the Charter of patient’s rights and responsibilities, a broad-ranging Inbound Medical Tourist Travel Insurance Scheme and a well-structured Medical Complaints Management Process in case the patient needs.

The Inbound Medical Tourist Travel Scheme provides cover for travel-associated risks to an inbound medical tourist while in Dubai for a variety of situations, including emergency medical expenses up to $50,000 for each insured person. This policy is available from all members of the DXH Group at the time of booking a procedure/package and is strongly encouraged for each patient.

The Complaints Management Process is specifically designed to resolve medical complaints the patient may have regarding treatment. The medical tourists can file an e-complaint on the DXH portal that is immediately looked into and addressed by the clinical governance office at Dubai Health Authority.

In its entirety, Dubai Health Experience (DXH) culminates the DHA efforts which aspire to provide advanced and comprehensive healthcare services to towards a healthier and happier experience to all patients as well medical tourists in the Emirate of Dubai thus allowing them to fully ‘Embrace Life’.

The easy to navigate single window Smart application as well as the digital gateway (www.dxh.gov.ae) which greets exploring medical tourists to a high quality comprehensive and integrated health service system that DXH aims to deliver through its website. The website offers comprehensive medical packages that have been created with the help of over 25 healthcare facilities that form the ‘DXH Group’ which is the official group that comprises the participating healthcare facilities in the Dubai medical tourism project. All the members of the group have been carefully evaluated by the Dubai Health Authority to ensure quality, safety and service standards to inbound medical tourists.
YOUR JOURNEY AS A MEDICAL TOURIST

1. Find your desired medical treatment available in Dubai through the DXH website.
2. Search for the ideal doctor/healthcare facility/package on the DXH website.
3. Verify your choice from the members of the DXH group.
4. Contact the healthcare facility in Dubai and share your medical records with them.
5. The healthcare facility advises you on the treatment and cost.
6. Book an appointment. You can choose to purchase travel insurance scheme to cover major travel risks and complications of eligible medical condition. This can be purchased from your HCF at the time of booking.
7. Plan your trip to Dubai through the DXH website by looking up the visa requirements (if needed) and booking:
   a. Tickets
   b. Stay at your preferred hotel
   c. Optional Marhaba pick-up service on arrival
8. Prepare for the trip and fly to Dubai.
9. You arrive at the Dubai International Airport.
10. Check into your hotel and use the DXH website/app to confirm your appointment with the doctor.
11. Meet your doctor and proceed with your treatment.
12. Enjoy the Dubai experience - explore the city and the various leisure and entertainment activities on offer.
13. You receive medical advice for follow-up and recuperation either during your stay in Dubai or back at home. You can also read the Charter of Patient Rights and Responsibilities on the DXH website.

Embrace life
DXH Group was founded in the year 2014 by Dubai Health Authority (DHA) as a consortium of healthcare facilities within the Emirate of Dubai that are recognized and evaluated by DHA. Fulfilling the vision of a strategic plan for medical tourism, these facilities will promote comprehensive and competitive healthcare packages for in-bound medical tourists through the DXH Website/Mobile App thereby strengthening the public-private partnership in Dubai.

The group currently comprises of 25 healthcare providers offering a wide range of comprehensive healthcare services such as Orthopedics, Ophthalmology, Assisted Reproductive Techniques, Dermatology, Bariatric and weight-loss surgeries, Cosmetic and Plastic surgeries and Dental care. DHA seeks to build long-term collaborated relationship with other stakeholders within the region and internationally to develop a continuous care process by understanding the services needed to promote health tourism. DXH Group will help position Dubai as a leading destination for medical tourism on the global map by delivering services in a transparent and open manner and approved by the Dubai Health Authority.
DXH GROUP MEMBERS

HOSPITALS

- AL GARHOUD PRIVATE HOSPITAL
- AL ZAHRA HOSPITAL DUBAI
- AMERICAN HOSPITAL DUBAI
- BURJEEEL HOSPITAL
- CANADIAN SPECIALIST HOSPITAL DUBAI
- DUBAI LONDON CLINIC AND SPECIALTY HOSPITAL
- EMIRATES HOSPITAL DUBAI
- IRANIAN HOSPITAL DUBAI
- MEDCARE HOSPITAL DUBAI
- NEURO SPINAL HOSPITAL DUBAI
- NMC SPECIALTY HOSPITAL DUBAI
- PRIME HOSPITAL DUBAI
- SAUDI GERMAN HOSPITAL DUBAI
- ZULEKHA HOSPITAL DUBAI

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AL GARHOUD PRIVATE HOSPITAL

Part of a larger medical group, GPH is regionally known for its advanced service offering and departmental specialties with 72 private bed capacity, luxurious labor suites and state-of-the-art physical therapy facilities. We take pride in knowing that here our patients come to find the best of medical care and services from both our medical and support teams. OPD Patient: 4226 (average patient/month) Admission: 400 (average patient/month).

Specialization:
Anesthesia department, Cardiology department, Dentistry department, Radiology and Imaging department, Obstetrics and Gynecology department, ENT Department, Dermatology and Skin Care, General and Laparoscopic Surgery, Emergency department, Internal Medicine, Medical Laboratory and Histopathology Unit, Plastic and Aesthetic Surgery, Diabetes and Endocrinology, Diet and Nutrition, Pediatrics and Neonatology, Urology department, Orthopedics department, Ophthalmology department, Nephrology department, Bariatric Department, Physiotherapy, Vascular Surgery Department, Neurology and Neurosurgery.

Address:
Garhoud, Dubai
Phone number: +971-445-45119 • Website: www.gph.ae

AL ZAHRA HOSPITAL DUBAI

Al Zahra Hospital Dubai has been designed and developed to provide premium medical care and comfort with modern equipment and a team of professional doctors. Al Zahra Private Hospital Dubai (AZHD) is located on Sheikh Zayed Road in Al Barsha and is commissioned to operate in compliance with Global Accreditation and International Standards. AZHD has a capacity of 187 beds with state-of-the-art facilities; we serve patients with a broad range of individual health services and believe in providing personalized service with the focus on clinical outcome through evidence based medicine approach.

Specialization:
Anaesthesia, Cardiology, Emergency (ER), Endocrinology, Endoscopy, ENT, Family Medicine, Gastroenterology, General Surgery, Intensive Care Unit (ICU), Internal Medicine, Obstetrics & Gynaecology, Oncology, Orthopedic Services, Out-Patient Dietary Clinic, Paediatrics, Pathology & Laboratory Sciences, Physiotherapy, Pulmonology, Radiology / Interventional Radiology, Urology

Address:
Al Barsha, Dubai
Phone number: +971-437-86666 • Website: http://www.azhd.ae/

AMERICAN HOSPITAL DUBAI

The American Hospital Dubai is a 183-bed, acute care, general medical/surgical private hospital with a multi-specialty physician group practice, designed to provide a high quality, American standard of healthcare. The American Hospital Dubai became the first hospital in the Middle East to be awarded JCI accreditation in May 2000 and has successfully maintained its accreditation six times, up to April 2015. Recent developments include a new Radiation Therapy program using the most advanced Rapid Arc technology and supporting the hospital’s Cancer Care Center. The newly expanded Orthopedics and Total Joint Replacement Center now includes specialists in orthopedics, offering a comprehensive range of treatment options for adults, in addition to the rehabilitation services.

Specialization:
Anaesthesia, Cardiology, Dermatology & Aesthetics, Diabetes, ENT, Internal Medicine, Neurology, Obstetrics & Gynaecology, Oncology, Ophthalmology, Orthopedic Services, Pathology & Laboratory Sciences.

Address:
19th St., Oud Metha Road, Oud Metha - Dubai
Phone number: +971-4-3367777 • Website: http://www.ahdubai.com/

BURJEEL HOSPITAL

Burjeel Hospital for Advanced Surgery Dubai, is one of the finest medical facilities providing premium and state-of-the-art medical facilities in the region. The hospital currently has three operation theaters with highest quality service offered in Joint Surgery, Pediatric Orthopaedics, Hand Surgery, Sports Orthopaedics, Spine Surgery etc. Patients benefit from a team of highly specialized consultants, many of whom are nationally and internationally recognized for their expertise and experience. Our consultants are supported in their work by nurses, therapists and other specialist clinical staff who are trained and are experts in their particular fields of orthopedic care.

Specialization:

Address:
Sheikh Zayed Rd. Al Quoz - Dubai
Phone number: +9714-407-0100 • Website: http://www.burjeelspecialty.com/en.html
The Canadian Specialist Hospital (CSH), an internationally accredited 200-bed multispecialty hospital, is the leading acute-cum-critical care referral hospital catering for tertiary healthcare needs in the Middle East. Equipped with the facilities and technology at international standards, CSH is the destination for more than 500 patients daily seeking support in the more than 30 specialized centers that cover almost every segment of medicine. Our team of experts, permanent 180 doctors and more than 100 collaborating physicians, provide most advanced and comprehensive medical and surgical care in the region.

Specialization:
- Anesthesiology & Pain Clinic
- Cardiology, Interventional Cardiology
- Cathlab, Dental, Dermatology
- Dialysis, Emergency, Endocrinology, ENT
- Gastroenterology, General Surgery, Intensive Care (ICU, HDU, CCU, NICU)
- Internal Medicine, LDR, Nephrology, Neurology, Neurosurgery, Obstetrics & Gynecology
- Ophthalmology, Orthopedics, Operation Theatres, Pediatrics, Psychiatry, Rehabilitation (Orthopedic, Neurologic, Metabolic)
- Rheumatology, Urology, Vascular Surgery

Address:
Behind Ministry of Environment and Water, Abu Hail - Dubai
Phone number: +971-4-7072222 • Website: www.csh.ae

Emirates Hospital has been designed to give you a warm and friendly atmosphere to make your time with us comfortable. Our superb locations in Dubai and Abu Dhabi have the latest equipment for diagnosis and treatment, and our medical and nursing staffs are committed to providing you with the best care possible. Our policies and procedures follow the Boston University Medical School model but have been modified for the international community and the local population of the UAE. In addition, we are compliant with the Standards of the Joint Commission International (JCI) – the highest certification of quality awarded to our hospital in Dubai, by the Chicago-based inspectors.

Specialization:
- Ophthalmology, Orthopedics, ENT, Cardiology, Urology, Obesity, General Surgery, Gynecology, Breast Cancer, Pediatric, Joint Replacement Surgery, Dental.

Address:
Jumeirah Beach Road, opposite Jumeirah Park - Dubai
Phone number: +971-4-3496666
Website: http://www.emirateshospital.ae/

Iranian Hospital Dubai (IHD) is the first private hospital in UAE since 1970 and equipped with modern facility and skilled medical, nursing and para-medical personnel. IHD is offering the fastest, high quality services to our patients all over the globe with 220 bed full service healthcare facility with VIP, Private, semi-private and public rooms using modern high-tech facilities. One of unique capabilities of IHD is to serve over 2500 outpatients daily from more than 182 nationalities in such a smooth and fast process that in a few hours all clinical, laboratory and diagnostic imaging work up until designing final treatment plan concluded for them. Genetic consultation and full Genomic Analysis to design individualized Patient Care Plan. Our patients is the center of all these efforts and we are dedicated to provide them healthcare services in a safe and reliable environment.

Specialization:
- Specialty Clinic, Dental Services, Critical Care Services, Diagnostic Services.

Address:
Al Wasl Road, Jumeira 1 - Dubai
Phone number: +9714-3440250 • Website: http://www.ihd.ae/
MEDCARE HOSPITAL DUBAI

Medcare Orthopaedics and Spine Hospital (MOSH) is one of the finest medical facilities providing premium and state of the art medical practice in the region. Medcare brand has undergone several expansions to offer the best medical care to the community of Dubai and the adjoining Emirates. One of such initiatives was the inception of MOSH, which has the potential to suit the expected demands of its patients. The medical practitioners on board are leading practitioners in orthopaedic and spine disciplines, with equal concentration in medical and surgical practice with advanced training in a wide range of Orthopedic subspecialties.

Specialization:

Address:
2nd Interchange, Sheikh Zayed Road - Dubai
Phone number: +971-434-20000 • Website: www.medcare.ae

NEURO SPINAL HOSPITAL DUBAI

Founded in 2002, The Neuro Spinal Hospital was the first tertiary neurosurgical, neurological and orthopedic healthcare provider in the region. Having established a solid reputation for pioneering the adoption of medical techniques and technological advancements, it is now a regional centre of referral for international governments and private institutions seeking world class care for their members in the Middle East. In addition to catering to the local population, NSH receives patients from other countries in the Gulf, Africa and MENA region and is an evacuation site for important organizations.

Specialization:
- Back pain and Spinal Unit, Brain Unit, Joint Replacement and Orthopedics Unit, Neurology, Orthopedic Services, Pediatric Neuroscience, Peripheral Nerve Surgery, Sports Medicine

Address:
Jumeirah, Dubai
Phone number: +971-434-20000 • Website: www.nshdubai.com/

NMC SPECIALITY HOSPITAL DUBAI

NMC Specialty Hospital Dubai is a multi-specialty hospital that was established in 2004 as part of the NMC Healthcare group, the largest healthcare provider in the UAE. The NMC Healthcare group has 20 healthcare facilities in the UAE and is experienced in treating international patients, with over 3 million patients from over 25 different countries treated by the group each year. AN NMC Healthcare, we guarantee personalized care, genuine concern and a sincere commitment to the overall well-being of society. We believe that healthcare is simply not about detecting, diagnosing, informing or treating an individual but it is about helping people to lead a wholesome and healthy life. Hope of a Healthy and Happy Life.

Specialization:
- Bariatric Surgery, Colorectal Medicine, Dermatology, Diagnostic Imaging, Dietetics, Endocrinology / Allergology / Immunology, Gastroenterology, General Internal Medicine, Gynecology and Obstetrics, Laboratory Medicine, Nephrology, Ophthalmology, Oral and Maxillofacial Surgery, Oral and Maxillofacial Surgery (Dentistry), Orthopedics, Physical Medicine and Rehabilitation, Pneumology, Rheumatology, Spinal Surgery, Urology, Vascular Surgery.

Address:
7 A St, Al Nahda 2 - Dubai
Phone number: +971-4-267-9999 • Website: http://nmc.ae/

PRIME HOSPITAL DUBAI

PrimeHealthCare Group LLC was founded by Dr. Jamil Ahmed an Orthopedic Surgeon trained in India and Germany, in partnership with some prominent local partners with a vision of becoming “the most respected healthcare provider in the region” by offering personalized, comprehensive and affordable quality health care with most effective treatment outcomes through the best-in-class professionals. The very first out-patient center was started in October 1999. PRIME is now amongst the UAE’s leading healthcare service provider today and well-known brand with its team of over 350 physicians and 1000 supporting professionals providing state-of-the-art medical care to the UAE’s citizens and residents. All dedicated to making the country a benchmark for superior healthcare solutions. The team of physicians handpicked on the basis of their exemplary credentials and expertise in diagnosis and treatment.

Specialization:

Address:
Airport Road, Garhoud - Dubai
Phone number: +971-4-292-9777 • Website: http://www.primehealth.ae/
SAUDI GERMAN HOSPITAL DUBAI

Saud German Hospital: Dubai is part of Saudi German Hospitals Group - one of the biggest private hospitals groups in the MENA region. SGH-Dubai started in March 2012, being the 6th tertiary care hospital in SGH Group and since then, the hospital succeeded to prove its-self as one of the major tertiary care hospitals in Dubai and UAE. In a short period of 4 years SGH Dubai has been recognized with JCI, CAP TEMOS and MTQA and being the only hospital in GCC for holding all four accreditations and therefore it become the landmark for quality healthcare delivery across the MENA region. With 316 beds, 24/7 Emergency Services along with Air Ambulance Facilities.

Specialization:

Address:
Hessa Street 331 West, Al Barsha 3, Dubai
Phone number: +9714-340-3949
Website: http://www.sghdubai.ae/en/

ZULEKHA HOSPITAL DUBAI

The Zulekha Healthcare Group found its roots in 1964 when its creator Dr. Zulekha Daud moved from her native India to Sharjah, UAE in order to pursue her dream of serving people in need and offer affordable medical facilities to all. From a young medical graduate to a practicing physician serving patients from all walks of life, Dr. Zulekha soon became a household name. After years of dedicated service, Zulekha Hospital was established in Sharjah in 1992. It started off as a 30-bed hospital with basic facilities for Gynecology, Obstetrics, Surgery and Paediatrics. Today the Zulekha Healthcare Group includes two multidisciplinary hospitals in Dubai and Sharjah as well as one diagnostic center, three UAE medical centers and three pharmacies.

Specialization:
Bariatric Surgery, Cardiology, Neonatology, Nephrology, Obstetrics & Gynaecology, Orthopedic Services, Urology.

Address:
204 Rd, Al Qusais Industrial Area - Dubai
Phone number: +971-426-78888 • Website: http://www.zulekhahospitals.com/

DXH GROUP MEMBERS

CLINICS

- AESTHETICS INTERNATIONAL PLASTIC SURGERY CLINIC
- AL SHUNNAR PLASTIC SURGERY
- ARIMADA MEDICAL CENTRE
- BOURN HALL CLINIC
- CITY CENTRE CLINIC
- COCOONA AESTHETIC AND DAY SURGICAL HOSPITAL
- DRS. NICOLAS & ASP
- INFINITY FAMILY MEDICINE CLINIC
- MEDICLINIC DUBAI MALL
- SILKOR LASER MEDICAL CENTER
Aesthetics International Plastic Surgery Clinic was established by Dr Jaffer Khan, a specialist Plastic and Reconstructive surgeon who has been practicing in Dubai since 1998, setting the gold standard in aesthetic surgery and anti-aging medicine. The Clinic focuses on quality, patient safety, and the latest techniques in a relaxing spa environment, connecting modern medicine with a holistic approach. A variety of plastic surgery, cosmetic procedures, medicine and wellness are offered under the supervision of medical professionals within a discreet and relaxing environment. We understand that health, beauty and wellbeing are inextricably connected and, as such, aim to provide the most advanced and innovative evidence-based treatment options for the optimization of inner health and outer beauty, making use of the latest technology and equipment.

Specialization:
Plastic Surgery, Prevention and Wellness – Family medicine and Homeopathy, Laser Hair Removal, Body Contouring, Skin Rejuvenation, Facials and Peels.
Address:
Jumeirah, Dubai
Phone number: +971-434-69888 • Email: info@aesthetics.ae/

AL SHUNNAR PLASTIC SURGERY
At Al Shunnar Plastic Surgery, we take great pride in carefully investigating new technologies, and in offering only those treatments, which we feel are safe, reproducible, and not associated with prolonged ‘downtime’. As a Plastic Surgeon, Dr. Buthainah Al Shunnar believes wholeheartedly in the importance of a professional, scientifically based anti-ageing regimen. We provide a fully integrated Plastic Surgery office that includes surgical, nonsurgical and anti-aging services. The advantage to our patients and clients of this is that all of an individual’s aesthetic needs can be met in one location, where the combined expertise of the surgeon, nursing staff and medical aestheticians is used to determine the most appropriate treatment plan for each client.

Specialization:
Address:
Umm Suqeim 1 - Dubai
Phone number: +971-439-90022 • Website: http://www.alshunnarplasticsurgery.ae/

ARMADA MEDICAL CENTRE
Armada Medical Centre provides patients with a comprehensive range of services to address every need of every patient in a safe, private environment, maintained by highly-qualified physicians. Specialties include a one-of-kind Obesity Medicine department, an elite Dentistry team (Cosmetic dentistry, Implantology, Hollywood Smile), Dermatology and Plastic Surgery, Pediatrics, ENT, Executive Health Checkups and much more.

Specialization:
Cosmetic Dentistry, Dentistry, ENT, General Practice, General Surgery, Internal Medicine, Obstetrics & Gynaecology, Orthopedic Services, Paediatrics, Physiotherapy, Plastic Surgery, Vaccinations, Vascular Surgery.
Address:
Jumeirah Lake Towers, Dubai
Phone number: +971-470-55055 • Website: http://www.armadamedicalcentre.com/

BOURN HALL CLINIC
Ranked as one of the best IVF clinics in Dubai, Bourn Hall Clinic was originally founded in England. Established in 1980, the clinic was co-founded by Robert Edwards and Patrick Steptoe – the team responsible for the conception and the birth of the first IVF baby. Designed to be a safe sanctuary for couples undergoing treatment, Bourn Hall Clinic Dubai is staffed with experienced doctors, scientists and healthcare professionals. The 22,000-sq-ft clinic in Jumeriah features a state-of-the-art clean room that ensures embryos can develop in the most stable way, according to international standards, thus increasing the chances of a positive outcome. Couples can also observe laboratory procedures through a special viewing area, which will help them feel more involved in the journey. The clinic provides solutions for male infertility issues through an in-house Andrologist and Genetic issues diagnosis through PGD and PGS services.

Specialization:
ERA, Gender Selection, ICSI, Infertility, IUI, IVF, Natural Cycle, PESA, PGD, PGS, Secondary Infertility, SSR.
Address:
Jumeirah, Dubai
Phone number: +971-470-55055 • Website: http://www.bournhall-clinic.ae/
CITY CENTRE CLINIC

Majid Al Futtaim is dedicated to delivering superior customer experiences across its businesses, including healthcare. The City Centre Clinic and the integrated network of healthcare facilities it heralds, represent our commitment to providing the very best in healthcare to the people of the UAE. Our aim is to make City Centre Clinic and our healthcare network, the provider of choice for all those seeking uncompromising standards in healthcare services.

Specialization:
Cardiology, Dentistry, Dermatology & Cosmetology, Endocrinology, ENT, Family Medicine, Gastroenterology, General Medicine, General Surgery, Ophthalmology, Orthopedic Services, Paediatrics, Pathology & Laboratory Sciences, Plastic Surgery, Radiology.

Address:
Deira, Dubai
Phone number: +971-420-52777 • Website: http://www.citycentreclinic.com/

COCOONA AESTHETIC AND DAY SURGICAL HOSPITAL

Cocoona Aesthetic and Day Surgical Centre is well known in the field of Aesthetic and Plastic Surgery. The facility is located in Jumeirah, Dubai and was established in 2009. Cocoona is an all-in-one Centre of Cosmetic Excellence offering Plastic Surgery, Laser Treatment, Hair Transplantation, Medical Spa, Weight Loss Surgery, Dentistry, Cosmetic Gynaecology and Reconstructive Surgeries. The Centre is a highly-developed medical facility led by Dr Sanjay Parashar (Consultant Plastic Surgeon). Equipped with high tech Operating Rooms, Consultation Rooms and a Procedures Room with a flavor of luxury and comfort we offer patients a comfortable experience. The team uses incomparable skills and experience to minimize risk and optimize results. We operate on a robust framework that follows professional standards, international safety protocols, ethical practice and evidence based medicine gives patients a peace of mind.

Specialization:

Address:
Al Wasl, Dubai
Phone number: +971-438-84589 • Website: http://www.cocoona.ae/

INFINITY FAMILY MEDICINE CLINIC

Infinity Family Medicine Clinic was established in 2007. We are a group medical practice comprised of Specialists in Paediatrics, Allergy and Immunology, Gynaecology and Obstetrics, Family Medicine, Dietetics and Nutrition, and Sports Physiotherapy. We strive to build relationships with patients by exceeding expectations and earning trust through developing a supportive and respectful environment. Infinity Family Medicine Clinic is for those who value unsurpassed Western medical expertise within the UAE, combined with the comfort and reassurance of international standards of service and care.

Specialization:
Allergy and Immunology, Paediatrics, Gynaecology and Obstetrics, Family Medicine, Dietetics and Nutrition, Sports Physiotherapy.

Address:
The Village Mall, Jumeirah Beach Road, Jumeirah 1 – Dubai
Phone number: +9714- 343-6684 • Website: http://www.ifcdubai.com/

DRS. NICOLAS & ASP

Drs. Nicolas & Asp enjoys an excellent word of mouth reputation that has been created over the years due to the hard work and dedication of its entire experienced clinical and non-clinical staff; who are a vital asset in our vision.

Drs. Nicolas & Asp has materialized its vision of offering its “FAMILY MEDICAL & DENTAL SERVICES” in various Dubai communities. Drs. Nicolas & Asp fully recognizes that it owes its present status to the Dubai Community that has brought it so far in materializing its vision.

Specialization:
Orthodontics, Pediatric Dentistry.

Address:
19th St., Oud Metha Road, Oud Metha, Dubai
Phone number: +971-413-456765
Website: https://www.nicolasandasp.com/
Since its inception in 2011, Mediclinic Dubai mall has been the largest outpatient medical facility. Located in the heart of Downtown Dubai, the clinic proves easy access from visitors coming in from North and South of Dubai. Being located in the largest mall of the world provides an advantage over parking and options to stroll through the mall to run different errands without having to leave the mall premises. Spread over 60,000 square feet in The Dubai Mall, the clinic provides a one stop solution for all your medical needs.

**Specialization:**
Dentistry, Ophthalmology, Gastroenterology, Vascular Surgery, Orthopaedics and Sports Medicine, Dermatology and Aesthetic Medicine, Cardiology.

**Address:**
The Dubai Mall, Fashion Parking, Level 7, Dubai
Phone number: +9714-4495-111 • Website: www.mediclinic.ae

Established in Beirut Lebanon in 1997, Silkor is an industry pioneer and the Middle East and North Africa (MENA) region’s leading chain of laser hair removal, laser medico-aesthetic and skin care services. The company specializes in treatments that promote smoother, more radiant skin, for both men and women. Treatments are performed by highly skilled dermatologists and medical practitioners and take place in a relaxed comforting atmosphere. Silkor addresses customer needs with the most advanced, proven, non-invasive medical and aesthetic technology. Silkor enhances the personal wellbeing, confidence and self-esteem of its customers in a safe and professional environment.

**Specialization:**
Dermatology, Plastic Surgery.

**Address:**
Jumeirah Beach Road, Umm Suqeim 2, Dubai
Phone number: +971-434-80500 • Website: http://www.silkor.com/
PATIENT PROTECTION PLAN
OUR CARE EXTENDS BEYOND BOUNDARIES

DXH continues to support your interests even after you leave Dubai, following your treatment. Our Patient Complaint Procedure is designed to help you in case of any complaints. If you have any medical complaints regarding your treatment, please feel free to file an e-complaint on the DXH portal and we will look into it immediately.

Each and every medical complaint is taken seriously and follows the procedure below set by Health Authority (DHA).

1. Fill and submit the e-Complaint Form on the DXH Portal.
2. DHA documents the medical complaint(s) and provides a reference number.
3. DXH reviews the patient’s medical file and prepares a case summary in the Complaint Review Form.
4. DHA notifies the complainant and the facility acknowledging receipt of the medical complaint.
5. Minor Complaints will be referred to the facility for resolution at the facility level. The case will also be referred for peer review by a consultant.
6. Moderate and Major Complaints will be referred to an investigation committee of at least three doctors (mainly consultants and specialist registrars).
7. DHA receives and reviews the completed peer report and forwards it to the Medical Practice Committee for the final decision. DHA then notifies the complainant and healthcare facility on the outcome of investigation.

PATIENT COMPLAINT PROCEDURE

THE MEDICAL TOURISM TRAVEL INSURANCE PROGRAM

It is a unique travel insurance package that has been designed specifically for inbound medical tourists traveling to Dubai.

This travel insurance policy is underwritten by Alliance Insurance Company, a leading local insurance provider, and backed by the world leader in travel insurance, Allianz Global Assistance, and Lloyds of London. Local administration, technology, and marketing support to bring this innovative product to DHA approved medical facilities and their customers are provided by Worldwide Insurance Solutions.

Claims and assistance services are provided by Allianz Global Assistance (AGA) through their medical assistance subsidiary based in Dubai, NEXCARE, which provides 24/7 support for the program ensuring that policy holders can get assistance when it’s most needed.

This policy provides cover while in the UAE for a variety of situations, including emergency medical expenses up to $50,000 for each insured person. Also, the individual receiving treatment is automatically covered for additional expenses in the event of an unexpected complication arising following a planned procedure at approved medical facilities included in the Dubai Medical tourism program.

This policy is available from all supporting approved Dubai Medical Tourism facilities and is highly recommended for all inbound medical tourists traveling to Dubai for medical treatment. The policy is made available at the time of booking the initial appointment, and accompanying family members may buy this protection at the same time for a nominal cost of 150 AED per person.

Below is the summary of cover of the main benefits however, the policy wordings must be read in full for a better understanding of the terms and conditions.
<table>
<thead>
<tr>
<th>Benefits</th>
<th>Limit</th>
<th>Excess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip Cancellation / Curtailment</td>
<td>Trip Cost up to $1500</td>
<td>$100</td>
</tr>
<tr>
<td>Emergency Medical Expense (Accident and Sickness)</td>
<td>$50,000</td>
<td>$100</td>
</tr>
<tr>
<td>Repatriation of mortal remains / Medical Evacuation / Repatriation</td>
<td>$20,000</td>
<td></td>
</tr>
<tr>
<td>Dental expense</td>
<td>$750 (maximum per tooth $150)</td>
<td>$100</td>
</tr>
<tr>
<td>Emergency Medical Expense for Unexpected Complication(s) from Eligible Scheduled Medical treatment</td>
<td>$25,000</td>
<td>$100</td>
</tr>
<tr>
<td>Additional Accommodation Expenses</td>
<td>Max $10,000</td>
<td>$100</td>
</tr>
<tr>
<td>Repatriation of Mortal Remains / Medical Evacuation / Repatriation</td>
<td>$15,000</td>
<td>$100</td>
</tr>
</tbody>
</table>

This policy is available from all supporting approved Dubai Medical Tourism facility members at the time of booking a procedure and is encouraged for each patient. Accompanying family members may also buy this product at the time of booking at a cost of 150 AED per person.
WHAT DUBAI OFFERS YOU

From its stunning beaches to its world-class shopping malls, whether you are after thrills and spills or a relaxing retreat, Dubai has it all. Explore unique heritage areas, museums and art galleries, discover world-class international cuisine to suit every palette, and experience the warmth of true Middle Eastern hospitality.

VISA SECTION:

Dubai offers a 90 days medical tourism visa in cooperation with General Directorate of Residency and Foreigners Affairs – Dubai that is renewable and can be applied for through the healthcare facility in which the patient is receiving treatment.

More detailed information is available on our website www.dxh.ae

Before you travel to the UAE, please check your visa requirements and make sure you have a valid visa, if needed. Holders of non-standard passports and travel documents may also have different entry requirements. If your country of nationality appears on the list below, no advance visa arrangements are required to visit the UAE. Simply disembark your flight at Dubai International Airport and proceed to Immigration, where your passport will be stamped with a 30-day visit visa free of charge. This can be extended for an additional 30 days at an additional charge. All visitors must have a valid return ticket as well as a passport valid for at least six months.

Andorra  Australia  Austria  Belgium  Brunei  Bulgaria  Canada  Croatia  Cyprus  Czech Republic  Denmark  Estonia  Finland  France  Germany  Greece  Hong Kong  Hungary  Iceland  Ireland  Italy  Japan  Latvia  Liechtenstein  Lithuania  Luxembourg  Malaysia  Malta  Monaco  Netherlands  New Zealand  Norway  Poland  Portugal  Romania  San Marino  Seychelles  Singapore  Slovakia  Slovenia  South Korea  Spain  Sweden  Switzerland  United Kingdom  USA  Vatican City
All other nationalities not in the list above must arrange a visa prior to arrival in the UAE.

Visa validity length, regulations and costs are subject to change, therefore visitors who need a visa are advised to contact their nearest UAE embassy or consulate or visit the website of the General Directorate of Foreign Residency and Foreigners Affairs. Visas can be arranged through travel agents, UAE Airlines, hotels and through close family members who are UAE Nationals or Residents.

Useful links:
- www.dnrd.ae
- www.dnatatravel.com
- www.emirates.com

* Gulf Cooperation Council (GCC) nationals do not require a visa to enter the UAE. Expatriate residents from the Gulf states (Kuwait, Qatar, Oman, Bahrain and Saudi Arabia), who are on the resident visa category of businessmen, company managers or representatives, auditors, accountants, doctors, engineers or employees working in the public sector, can obtain a non-renewable 30-day visa upon arrival in UAE.

Disclaimer: Information and related materials are subject to change without prior notice.
YOU HAVE THE RIGHT TO:

1. Be treated to the highest professional and ethical standards by appropriately qualified, experienced and licensed healthcare professionals
2. Be informed about the cost and payment options of the healthcare service provided by the health facility
3. Be aware of the name and specialty of the treating physician / dentist responsible for your care
4. Request that the treating physician / dentist and other healthcare professionals communicate in terminology and language you may reasonably expect to understand or through services of an interpreter
5. Have your request courteously received and properly considered as quickly as circumstances permit
6. Be informed adequately regarding diagnosis, treatment plan, prognosis of the treatment and follow up care
7. Be informed of the reason for various tests and treatments
8. Receive information regarding your treatment / procedure such as potential benefits, side effects, risks and alternatives that will enable you to participate in making informed decision
9. Change your mind about any treatment / procedure for which you have given consent to, refuse treatment and to be informed of the medical consequences of this action
10. Request a second opinion by another physician / dentist or to change the health facility or the treating physician / dentist without compromising care within or outside the organization
11. Be informed of the evidence status of any treatment / procedure conducted by health facility, all related potential benefits risks and therapeutic alternatives
12. Receive immediate treatment in life threatening emergency situations
13. Receive adequate assessment and management of pain
14. Receive respectful and compassionate care to terminally ill and dying patients according to personal beliefs and as per DHA regulations
15. Expect your personal privacy to be respected to the fullest extent consistent with the care prescribed to you and applicable to UAE laws
16. Expect all communication and other records pertaining to your care to be kept confidential and protected from loss or misuse to the extend required by the UAE laws and local regulations
17. Access your medical records and expect those records to be up to date and accurate
18. Be treated in a safe environment
19. To receive appropriate protection and services if you are vulnerable, disabled individual, and / or elderly
20. Receive information on how to make a suggestion / complaint to the health facility
21. Consent or refuse to participate in medical training programs or research projects
22. To end your participation in such programs / projects at any time, for any reason without compromising the quality of medical services provided to you
IT IS YOUR RESPONSIBILITY TO:

1. Abide by any rules and regulations of the health facility
2. Present official personal identification and health insurance details whenever required
3. Attend the appointment on time and notify the health facility when you are unable to do so for any reason
4. Respect the priority given to emergency cases
5. Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies and any other matters related to your health
6. Notify the treating healthcare professionals if you do not understand your diagnosis, treatment or prognosis
7. Cooperate with, and follow the treatment plan as outlined by the healthcare professional
8. Bear the consequences if you decide not to follow instructions, treatment plan or recommendations by healthcare professionals
9. Treat healthcare professionals, other patients and visitors in a respectful manner
10. Accept financial obligations associated with your care
11. Safeguard your belongings whilst receiving any healthcare treatment
12. Observe safety rules including the no-smoking policy, maintaining the cleanliness of the place and hygiene.