







DUBAI CORD BLOOD & RESEARCH CENTRE

SERVICE CATALOGUE

KEY ICONS

GENERAL ICONS

-  LOCATION
-  E-MAIL
-  TELEPHONE
-  FAX

TIMING

-  TIMINGS

FOR WHOM?

-  MEN
-  WOMEN
-  CHILDREN
-  SENIOR CITIZENS
-  PEOPLE OF DETERMINATION

INFORMATION RECEIVED BY

-  WEBSITE
-  SERVICE CENTRE
-  CALL CENTRE

PAYMENT METHOD

-  CREDIT CARD
-  CASH



Disclaimer: All data provided in this manual are for the purpose of information only; it is valid as of the latest date of update. Dubai Health Authority has the right to make any modification, revocation or addition to the mentioned in this guide, including, for example, waiting times, official working hours, financial fees and expenses at the hospitals and service centres mentioned in the manual are subject to change according to health status, events and official holidays. For more information, please call 800324.

DUBAI CORD BLOOD & RESEARCH CENTRE



The Dubai Cord Blood & Research Centre (DCRC) is a hybrid Public and Private cord blood bank. DCRC is regarded as a dual cord blood and histocompatibility laboratory, which is the only governmental entity as such to conduct Human Leukocyte Antigen tissue typing tests.

The latter being the most important element prior to tissue or organ transplantation.

Contacts



Latifa Women and Children Hospital
Oud Metha Road, Al Jadaf
PO Box 9115 Dubai, UAE



DCRC@dha.gov.ae



800342



To call from outside UAE
+971 4 219 8888

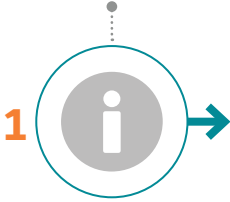


Sun - Thu
7:30am - 2:30pm



CUSTOMER JOURNEY

1 Accessing out-patient information



Gathering information

The customer can access DHA website or call 800DHA, to get the needed information about the services provided and working hours.



2 Reaching the centre



Finding suitable parking

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



3 Registration



Counter in the registration area

The customer provides one of the following documents:

- Valid Emirates ID
- Health card number
- Valid passport (for visitors)



4 Counselling



Counselling office

A health history questionnaire is conducted with the mother-donor to determine the eligibility to register for cord blood banking.



5 Payment

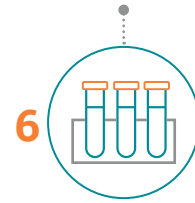


Cashier counter

The customer proceeds to the cashier counter to pay the needed service fees (if required).



6 Cord blood kit box



Administering the cord blood kit box to the mother-donor

At the end of the registration process the mother-donor is passed the cord blood collection kit, given to be handed to the maternity labour personnel at the hospital prior to the birth of the baby.



INDEX OF SERVICES

MEDICAL SERVICES

Cord Blood Banking Services

Cord Blood Banking

Patient Marker Indicator Testing Services

Panel Reactive Antibodies' Testing Services

Tissue Compatibility Services

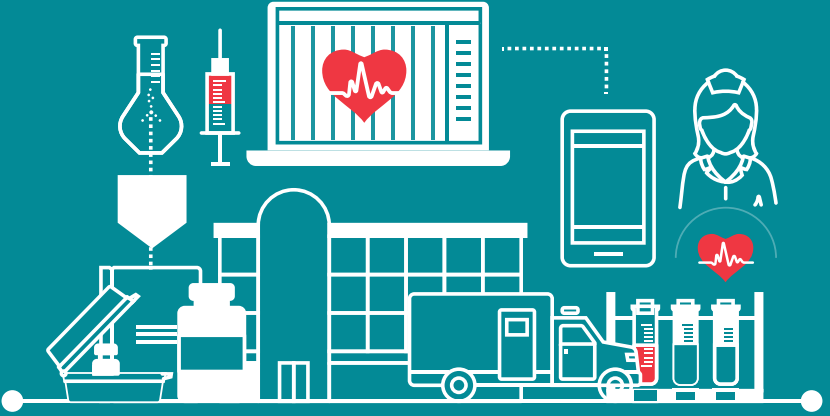
Molecular HLA Typing (Class I&II) Services

FACILITY FAQ

Facility FAQ

INTERCONNECTED SERVICES

Interconnected Services





MEDICAL SERVICES



Cord Blood Banking

Cord blood banking services provide access to collecting, extracting and cryogenically freezing umbilical cord stem cells.

These services include but are not limited to:

- Registration for umbilical cord blood storage
 - Prenatal
- Umbilical cord blood processing and stem cell cryopreservation (private storage)
 - Postnatal

For Whom?



UAE Nationals
Residents
Expats
Visitors

Service Limitations

- Mother and baby eligibility

Notes

- You can request the service by visiting the centre or
- Contact the centre and submit the documents by e-mail

Walk-in



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

Documents required

- Valid original Emirates ID or valid passport copies of both parents and of the baby
- Mother's DHA health card

Delivery Time

10 minutes

Service Charges

8000AED
Refundable if cord blood unit is unfit for storage

9000AED
Registration and cryopreservation

Payment Methods



Panel Reactive Antibodies' Testing Services

The panel reactive antibodies testing services provide all required tests and analysis of antibody markers for transplant patients.

For Whom?

UAE Nationals
Residents
Expats
Visitors



Walk-in



The timing depends on the government facility where the patient is giving the sample

Documents required

- Electronic referral request
- DHA health card

Delivery Time

10 minutes

Service Charges

2000AED

UAE Nationals are exempt from payment

Payment Methods



Molecular HLA Typing (Class I&II) Services

Molecular HLA typing services provide tissue compatibility testing between donor and patient.

For Whom?



UAE Nationals
Residents



Expats
Visitors



Walk-in



The timing depends on the government facility where the patient is giving the sample

Documents required

- Referral request (test order)
- DHA health card

Delivery Time

10 minutes

Service Charges

2500AED

UAE Nationals are exempt from payment

3000AED

High resolution HLA (NGS)

Payment Methods





FACILITY FAQ





DCRC - Who are we?

The Dubai Cord Blood & Research Centre (DCRC) is a hybrid public and private cord blood bank. DCRC is regarded as a dual cord blood and histocompatibility laboratory, which is the only governmental entity as such to conduct Human Leukocyte Antigen tissue typing tests, the latter being the most important element prior to tissue or organ transplantation.

What is umbilical cord blood and what are stem cells?

Decades ago, the umbilical cord blood was regarded as nothing but waste. Umbilical cord blood is the remnant blood after the expulsion of the placenta at birth. With time, physicians and scientists realised the importance of cord blood being a source of what is known as haematopoietic stem cells. Stem cells are primary cells with the potential to differentiate elaborating themselves into specialised blood cells at future transplantation.

Why preserving your baby's cord blood?

Numerous serious and complex disorders are remedied by stem-cell transplantations. It is why stem-cell transplantation is deemed a gift of life for the baby itself, its family, and others, especially children.

In which banking unit? public or private?

Public units are open for donation to anyone who needs it - it is free. Private units are for the family's own use.

Registration

The baby's mother-to-be needs to visit DCRC well before the baby is due. Upon registration of the mother, information about the umbilical cord blood and stem-cell technology is discussed with the mother, presenting her with our services, and answering any queries. After noting the parents' and family's details, the mother is asked whether she wishes to opt for the public or the private banking of her baby's cord blood and stem cells. After which, the family's health history questionnaire is conducted to check the eligibility of the potential baby's unit for storage. If the pregnant mother is potentially fit for storing her baby's cord blood unit, signature of the contract follows and settlement of the registration and storage package fees - AED 9000. The baby's cord blood collection kit is handed to the mother.

How is the baby's cord blood collected?

The maternity hospital's labour team of physicians, nurses, and midwives will collect the baby's cord blood. Immediately after the baby's birth, a sterile needle is inserted into the cord and the blood withdrawn into the blood bag from the umbilical cord and the placenta, using the force of gravity. It gives no pain or harm for neither the mother nor the baby. The baby's cord blood is maintained at room temperature temporarily until it is transferred from the hospital to DCRC by the concerned transportation team.

How is the baby's cord blood stored?

Using the state-of-the-art automated techniques and applying particular laboratory investigations, the umbilical cord blood elements are removed for the purpose of extraction of stem cells under special conditions at utmost sterility, precision and accuracy. The number of stem cells is counted as well as their viability, or livelihood, as these are considered essential criteria for the success or failure for storing the unit. All cord blood units are identified with unique barcodes and unit serial numbers. Ultimately, the baby's stem cells are stored in special cylinders in liquid Nitrogen at a temperature as low as -180°C for the next 30 years at least at DCRC.

Histocompatibility

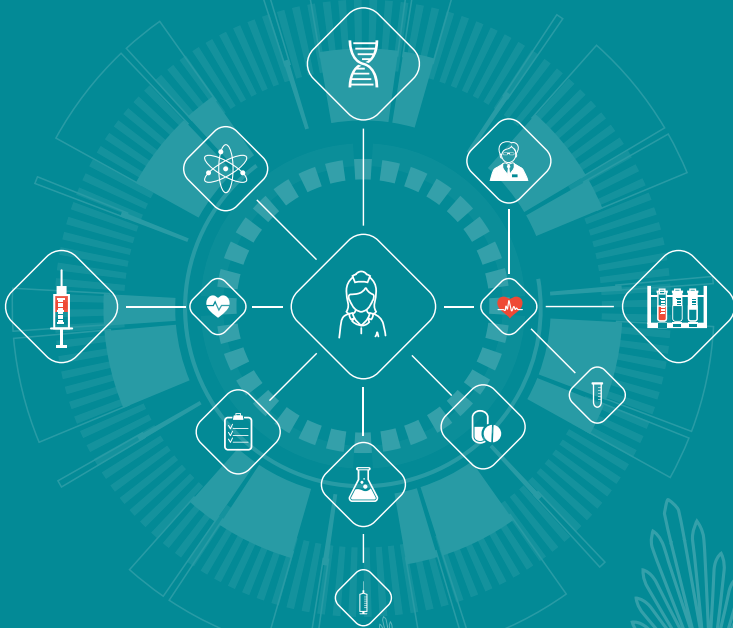
DCRC provides Human Leukocyte Antigen (HLA) testing. It identifies the major HLA genes, which a person has inherited with the corresponding antigens (proteins). Human Leukocyte Antigen (HLA) Typing is a molecular technique to check whether or not the baby's cord blood unit/marrow (donor) matches the patient (recipient) awaiting transplantation.

Why DCRC?

DCRC is under the umbrella of DHA, as a licensed government entity. Health and Safety is a priority at DCRC, and quality is no different. The best technology is used in accordance with international standards to deliver such an exceptional humanitarian service.

Transplantation

A number of umbilical cord-blood units were released and dispatched to some renowned transplantation centres abroad for stem-cell transplantation. A great hope for the ones in need awaiting a chance of a new life.





INTERCONNECTED SERVICES



Services name	Name of related service
• Banking of cord blood units	• Stem cells' transplantation
• Histocompatibility laboratory testing services	• Solid organ and soft tissue transplant
• Issuing of medical report	• Shipment of cord blood units (stem cells) for transplantation abroad
• Panel reactive antibody testing services	• Kidney transplants