



THALASSEMIA 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



DHA APP.

PAYMENT METHOD



CREDIT CARD



CASH



BANK TRANSFER



CHEQUE



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THALASSEMIA CENTRE



In the past, thalassemia patients were scattered across various hospitals and managed differently. There were no approved guidelines or policies for managing such cases.

In 1987, with the increase in the number of patients with thalassemia in the region, a specialised thalassemia clinic and a transfusion short-stay room was established in Al Wasl Hospital (now known as Latifa Women and Children Hospital).

In January 1995, under the kind and generous auspices of His Highness Sheikh Hamdan Bin Rashid Al Maktoum, the new Genetic & Thalassaemia Centre was inaugurated.

Contacts



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



800342



To call from outside UAE
+971 4 219 8888



Mon – Thu
7:30 AM – 9:30 PM
Fri
7:30 AM – 7:30 PM



CUSTOMER JOURNEY OUT-PATIENT

Accessing information



Gathering information

The patient accesses DHA website, DHA App. or call 800DHA to get the needed information about the services provided.



Appointment



Appointment booking

- For the first appointment a referral letter is required
- An appointment is booked by the center or the DHA call center 800DHA.



Reaching the centre



Finding suitable parking

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



Registration



Counter in the registration area

The patient provides one of the following documents:

- Original valid Emirates ID
- Health card
- Health Insurance



Laboratory



Giving samples

The patient checks-in to the lab to provide samples requested by the physician (if needed).



Nurse assessment



Vital signs check up

The nurse performs initial screening.



Care provision



Assessment and care provision

The patient receives medical consultation and the treatment plan from a physician / specialist



Follow-up Appointment



Registration Counter

The patient books a follow-up appointment as per the specialist's order



CUSTOMER JOURNEY

DAY CARE

Accessing information

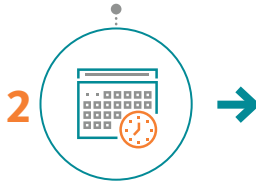


Gathering information

The patient accesses DHA website, DHA App. or call 800DHA to get the needed information about the services provided



Appointment



Taking appointment

The appointment is booked by the registration staff at the center



Reaching the center



Finding suitable parking

When the patient arrives to the center, a suitable car parking is available and accessible



Laboratory



Giving samples

The patient checks-in to the lab to provide samples requested by the physician (If needed).



Registration



Registering

The patient provides one of the following documents:

- Original valid Emirates ID
- Health card
- Health Insurance



Nurse assessment



Initial screening by the nurse

The nurse performs initial screening



Care provision

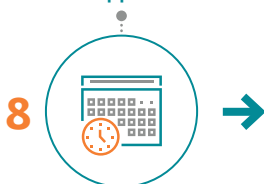


Assessment and treatment

The healthcare team assesses the patient and provides the required treatment at the daycare ward



Follow-up appointment



Following-up appointment

The next appointment will be given by the centre



Discharge from the center



Receiving discharge instructions/medication



CUSTOMER JOURNEY

MEDICAL REPORT

Applying for a medical report



Process to apply

Apply for the medical report at the registration.



Paying the fees



Payment

Pay the fees at the registration



Physician assessment



Physician's assessment

The physician prepares the medical report.



SMS



SMS

When the report is ready, the customer receives an SMS.



Medical report



Collecting the report

The customer receives an electronic copy of the medical report.



INDEX OF SERVICES

ADMINISTRATION SERVICES

Medical Report

Issue New/Duplicate Medical Report

MEDICAL SERVICES

Day-Care Thalassemia and Major Haemoglobinopathies Related Services

Day-Care Thalassemia and Major Haemoglobinopathies related Services

Endocrinology Services

Endocrine Complications Management Clinic

General Obstetrics And Gynaecology Services

Gynaecology and Infertility Services for Women with Thalassemia and other Haemoglobinopathies

Mental Health and Psychology Services

Psychology Services

Out-Patient Thalassemia and Major Haemoglobinopathies Related Services

Out-Patient -Thalassemia and Major Haemoglobinopathies related Services

Social Care Services

Social Services

CLINICAL SUPPORT SERVICES

Clinical Dietitian Services

Clinical Dietitian Services

Medical Laboratory Services

Medical Laboratory

Radiology/Diagnostic Radiology Services

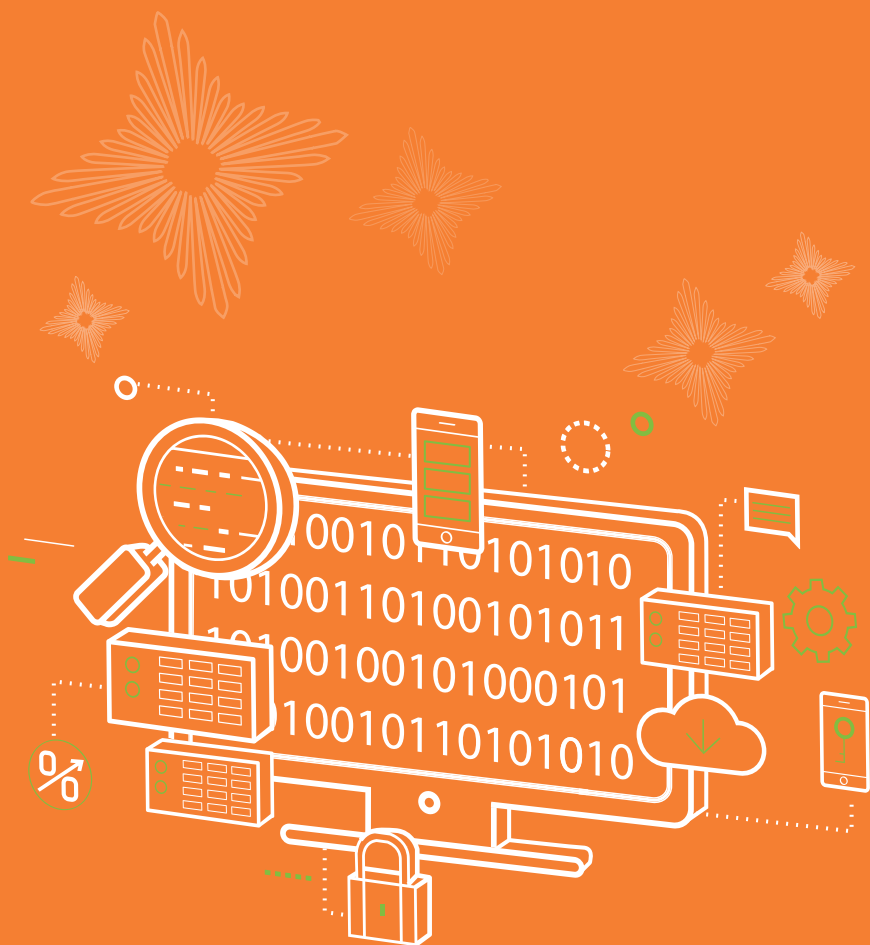
Transcranial Doppler Service for Paediatric Patients with Sickle Cell Anemia

FACILITY FAQ

Facility FAQ

INTERCONNECTED SERVICES

Interconnected Services





ADMINISTRATION SERVICES



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

GCC Citizens



Service Limitations

- The medical report can only be issued if the last physician's visit does not exceed 6 months

Walk-in



Mon – Thu

7:30 AM -3:30 PM

Fri

7:30 AM -12:00 PM

Documents Required (one of the following)

- Original valid Emirates ID
- Original health card
- Health insurance card

Delivery Time

10 working days

Service Charges

270AED

new report

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

Payment Methods







MEDICAL SERVICES



Day-Care Thalassemia and Major Haemoglobinopathies Related Services

For Whom?

UAE Nationals
Residents

GCC Citizens



Thalassemia major diagnosis, management and follow-up of patients with haemoglobinopathies offer the following services:

- Chronic Blood Transfusion
- Red Cell Exchange Transfusion
- Therapeutic venesection

Preparation Steps

- Doing the required investigations
- For sickle cell patients: it is imperative to avoid eating or drinking for 2 hours before the red cell exchange transfusion

Appointment



Mon – Thu
7:30 AM -9:30 PM
Fri
7:30 AM -7:30 PM

Documents required

- Valid Emirates ID
- Health card
- Electronic referral request

Delivery Time

Transfusion session
6-9 hours
Exchange transfusion
session
6-9 hours
Therapeutic venesection
1-2 hours

Service Charges

Admission charges to the daycare ward

487.5 AED

Consultation fees

337.5 AED

Other related services

The total cost is individualized based on patients requirements.

Services are charged as per the DHA approved price list.



Endocrine Complications Management Clinic

The following services are proposed at Thalassemia Centre: the diagnosis, management and follow-up of endocrine complications in paediatric and adult patients with haemoglobinopathies.

For Whom?

UAE Nationals
Residents

GCC Citizens



Preparation Steps

- Doing the requested investigations (laboratory, radiology...etc)



Adult once a month
Tue
8:00am - 2:00pm

Children once a month
Thu
8:00am - 2:00pm

Documents required

- Valid Emirates ID
- Health card
- Electronic referral request

Delivery Time

40 minutes

Service Charges

Consultation fees only
225AED

Services are charged as per the DHA approved price list

Gynaecology and Infertility Service for Women with Thalassemia and other Haemoglobinopathies

For Whom?

UAE Nationals
Residents



GCC Citizens



This service offers the management and follow-up of Thalassemia Centre female patients for their iron overload complications and infertility.

Preparation Steps

Doing the requested investigations (laboratory, radiology, etc.)



Tue once a month
8:00am - 2:00pm

Documents required

- Valid Emirates ID
- Health card
- Electronic referral request

Delivery Time

30 minutes

Service Charges

Consultation fees only
225AED

Services are charged as per the DHA
approved price list

Psychology Services

Psychology services provide the study of the mind and mental processes in relation to behaviour and offer the diagnosis and treatment for related illnesses.

The interdisciplinary team can help coping with a physical or sudden illness that may affect the whole person, not just the body.

For Whom?

UAE Nationals
Residents

GCC Citizens



Appointment



Thu once a month
8:00am - 2:00pm

Documents required

- Health card
- Valid Emirates ID
- Electronic referral request

Delivery Time

60 minutes

Service Charges

Consultation fees only

404.25 AED

Services are charged as per the DHA
approved price list

Out-Patient -Thalassemia and Major Haemoglobinopathies Related Services

Comprehensive management and follow-up of patients with haemoglobinopathies in the following services that include:

- Haemoglobinopathies out-patient clinic
- Post bone marrow transplant follow-up clinic
- Haemoglobinopathy prenatal and premarital counselling clinic
- Intravenous chelation therapy clinic

Preparation Steps

- To do the requested investigations (laboratory, radiology, etc.)

Documents required

- Valid Emirates ID
- Valid health card
- Electronic referral request
- List of medications the patient is taking (if required)
- Detailed medical report from the transplanting team (for bone marrow transplant patients)
- Screening result (for prenatal and premarital counselling)

Delivery Time

Haemoglobinopathies out-patient clinic
30 minutes

Post bone marrow transplant care
45 minutes

Haemoglobinopathy Prenatal and Premarital counselling
60 minutes

Intravenous Chelation Therapy Programme
30 minutes

Service Charges

Consultation fees only
225AED

Services are charged as per the DHA approved price list

For Whom?

UAE Nationals
Residents

GCC Citizens



Appointment



Haemoglobinopathies
out-patient clinic:

Mon - Wed
8:00am - 2:00pm

Post bone marrow
transplant follow-up clinic:

three times per month
Tue
8:00am - 2:00pm

Haemoglobinopathy
prenatal and premarital
counselling clinic:

Tue - Thu
8:00am - 2:00pm

Intravenous chelation
therapy clinic:

Thu
8:00 AM -2:00 PM
Fri
8:00 AM -12:00 PM



Social Services

Social services and varieties of social programmes/activities are being provided for Thalassemia Centre patients.

For Whom?

UAE Nationals
Residents

GCC Citizens



Mon- Thu
7:30 AM -3:30 PM
Fri
7:30 AM -12:00 PM

Documents required

- Health card
- Valid Emirates ID
- Referral from Thalassemia Centre physician when required

Delivery Time

Depends on each case

Service Charges

Consultation fees only
225AED

Services are charged as per the DHA approved price list





The background is a solid teal color. It is decorated with several white line-art flowers of different sizes and orientations. In the top left, there is a large flower with many long, thin petals. To its right and slightly lower is a smaller flower. In the top right corner, there is another small flower. In the bottom right corner, there is a large flower similar to the one in the top left. In the bottom center, there are two small flowers. The text is centered in the middle of the page.

CLINICAL SUPPORT SERVICES

Clinical Dietitian Services

These services provide dietary assessment and plan for patients with thalassemia and major haemoglobinopathies at the Thalassemia Centre.

For Whom?



UAE Nationals
Residents

GCC Citizens



Mon- Thu
8:00 AM -2:30 PM
Fri
8:00 AM -11:30 am

Documents required

- Health card
- Valid Emirates ID
- Electronic referral request

Delivery Time

30 minutes

Service Charges

Consultation fees only

175.5 AED

Services are charged as per the DHA
approved price list

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
- Haematopathology
- Immunology
- Genetic diagnostic services
- Histopathology examinations
- Providing the Authority's hospitals and the private sector with blood units and blood products

For Whom?

UAE Nationals
Residents

GCC Citizens



Walk-in



Mon -Fri
7:30 am - 3:00 pm

Documents required

- Electronic laboratory test request
(clinician request letter if from private sector)
- Valid Emirates ID or passport
- Health card
- Previous laboratory reports (if required)

Delivery Time

Depends on each case

Preparation Steps

Depends on the requested test

Service Charges

Depends on the requested test

Transcranial Doppler Service for Paediatric Patients with Sickle Cell Anemia

Transcranial Doppler (TCD) ultrasonography is proposed for identifying children with Hb SS who are at high risk for developing a first stroke.

For Whom?

UAE Nationals
Residents



GCC Citizens



Thu
once a month
8:00am - 11:00pm

Documents required

- Valid Emirates ID
- Health card
- Order from Thalassemia Centre's physician

Delivery Time

30 minutes

Service Charges

1402.5 AED





--- FACILITY FAQ





What is thalassemia?

Thalassemia is an inherited blood disorder characterised by less haemoglobin and fewer red blood cells in your body than normal. Haemoglobin is the substance in your red blood cells that allows them to carry oxygen. The low haemoglobin and fewer red blood cells of thalassemia may cause anaemia, leaving you fatigued.

What are signs and symptoms of thalassemia?

- Fatigue
- Weakness
- Pale or yellowish skin
- Facial bone deformities
- Slow growth
- Abdominal swelling
- Dark urine

How to diagnose thalassemia?

If the physician suspects thalassemia, he might confirm the diagnosis by the following tests:

- Full blood count
- Haemoglobin analysis
- Confirmatory DNA test

What are the possible complications of thalassemia?

- Iron overload
- Increased Infection rate
- Bone deformities
- Enlarged spleen (splenomegaly)
- Growth failure
- Heart complications

What treatment is available for thalassemia?

- Regular blood transfusion every 3 to 4 weeks
- Chelation therapy to reduce iron overload
- Stem cell transplantation from matched compatible donor

Can thalassemia be cured and how?

Yes, stem cell transplantation can be the cure and this treatment is available outside the country.

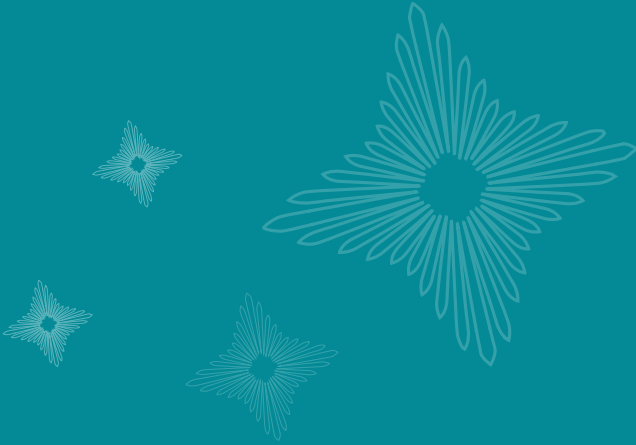
What is stem cell transplantation?

It is a procedure in which a patient receives healthy blood forming cells (stem cells) to replace their defective blood cells. The healthy stem cells may come from the blood or bone marrow from a donor, or from the umbilical cord blood of a newborn baby.





INTERCONNECTED SERVICES



Services name	Name of related service
Day-care thalassemia and major haemoglobinopathies related service	Medical laboratory services
Out-patient thalassemia and major haemoglobinopathies related service	Medical laboratory services
Endocrine complications management clinic	Medical laboratory services
Gynaecology and infertility service for women with thalassemia and other haemoglobinopathies	Medical laboratory services
Issue new/duplicate medical report	- Day-care thalassemia and major haemoglobinopathies related service - Out-patient thalassemia and major haemoglobinopathies related service - Endocrine complications management clinic - Gynaecology and infertility service for women with thalassemia and other haemoglobinopathies
Medical laboratory services	- Day-care thalassemia and major haemoglobinopathies related service - Out-patient thalassemia and major haemoglobinopathies related service - Endocrine complications management clinic - Gynaecology and infertility service for women with thalassemia and other haemoglobinopathies
Transcranial doppler service for paediatric patients with sickle cell anaemia	Out-patient thalassemia and major haemoglobinopathies related services