Dallah Hospital Guide
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INTRODUCTION
INTRODUCTION

We focus on offering a wide range of consistent high-quality and up-to-date medical services that allow us to improve the health of the communities we serve with compassion and sensitivity to the individual needs of our patients and their families. As a healthcare organization, we aspire to be the hospital of choice in Riyadh and be recognized for having the most satisfied patients, the best possible clinical outcomes, and the best physicians, specialists and employees. We strive to change medicine in KSA in a way that will have a great impact on people's lives; working together to put the patient first in everything we do. Caring for the individual; adhering to an uncompromising code of ethics that emphasize complete honesty and continuing to learn and work in a constant effort to improve our skills, programs and services are what define Dallah Hospital as it stands today.

As such we are honored to present you with the Dallah Hospital Guide, which includes everything you need to know and more about our tradition of quality.
TIMELINE
Dallah Hospital, one of the largest private hospitals in the Kingdom of Saudi Arabia, is an integrated civilian medical facility that has been around for over 20 years.

1987
Dallah Hospital opened and was the first hospital to accommodate 237 beds.

1990
It was the first hospital to proudly bring laparoscopic surgery to the Kingdom, where doctors conducted the first process of eradication of the laparoscopic gall. This continued leadership in minimally invasive surgery, open-heart surgery, in addition to the above mentioned, allowed for the current provision of most subspecialties, such as vascular surgery and the surgery of the digestive system. Dallah Hospital has also been a pioneer in the provision of day surgery services from the beginning.

1995
Opening of the IVF Center.

1998
Dallah Fertility Unit was one of the first units to deliver a baby after 20 years of infertility using the Testicular Sperm Extraction/ICSI Procedure. It was awarded the ISO 9001: 2000 Quality Management Certification.

2000
The Dallah Fertility Unit is one of the first centers in the world to use In Vitro Maturation (IVM), which is one of the most advanced ART procedures performed by Prof. Tesarik who visited Dallah Hospital in 2000. The unit is the fourth center in the world to use Electroejaculation (EE)/ ICSI with pregnancies.

2003
Adoption of the Gynecology and Obstetrics Department of the Saudi Commission for Health Specialties as the first training center for physicians in this specialty in the private sector (Saudi Board Program).

2004
It was the first in Saudi Arabia's private sector to hold a license from the King Abdul-Aziz City for Science & Technology for dealing with radioactive materials used in nuclear medicine.

2006
DFU launched the first International OB GYN and Infertility Symposium, which was held at the Dallah Recreation Center, where many international and national speakers and hundreds of physicians joined the conference.

2007
Opening of a 78-bed OB GYN hospital.

2009
It was accredited by the Joint Commission International (JCI).

2012
Dallah Healthcare Company, the holding company for Dallah Hospital and Dallah Pharma, was transformed into a public limited company in November 2012.

2013
Dallah Hospital for Pediatrics opens its doors to infants, children and adolescents. It is the first specialized pediatric hospital of its kind in the GCC’s private sector.
CHAIRMAN’S MESSAGE
It is a great pleasure to look back on the years of experience, successful development and aspirations beginning with the establishment of Dallah Hospital in 1987, and feel both proud and excited about the future.

As a growing regional healthcare provider, we aim to continue to grow and keep our commitment to excellent care and advancing for the benefit of our community.

Dallah Hospital has been a leader in the provision of high quality health services in the region and has notably participated in inspiring improvements with our patients in mind. We purposefully work on, and prioritize, attracting highly qualified medical professionals that live up to high international standards as well as our own. We always secure state-of-the-art equipment and make sure that our medical diagnostic laboratories consistently meet international standards for the reliable effective treatment of our patients.

The Hospital is a front-runner in the private sector when it comes to certain important medical specialties such as open-heart surgery, cardiac catheterization, the phacoemulsification treatment of white water in the eye and the treatment of infertility. We are also pioneers in the introduction of laparoscopic surgery.

The recognition of our Obstetric & Gynecology Department as the first training center for physicians of this specialty by the Saudi Health Authorities, and the exclusive license granted by the King Abdulaziz City of Science & Technology to our Radiology Department for the handling of radioactive materials used in nuclear medicine, act as further proof of achievements that make us proud.

As an ISO & JCI internationally accredited Hospital, we are ambitiously driven to remain on this path and will continue our dedication and commitment to excellence in maintaining high quality care for the people of this region.

Eng. Tariq Al-Qasabi  
Chairman of the Board
MISSION, VISION & VALUES
Being a member of Dallah Healthcare, we strive to serve our customers, community and employees with the highest standards by pursuing continuous improvements in everything we do. We aim to provide healthcare in a safe and therapeutic environment that is based on teamwork, current standards and up-to-date research.

Our staff is committed to the provision of high quality healthcare services to our valued and respected local community and beyond. Taking this into consideration, all patient information is always treated in the strictest confidence ensuring our patients’ satisfaction at all times.

**Mission**
Strive to deliver excellent healthcare services consistent with our values and the expectation of our patients, society and partners

**Vision**
To be a leading private healthcare provider in our region

**Values**
- Care and respect for our patients and their needs
- Commitment for professional ethics
- Commitment for excellence in delivering healthcare
- Respecting and serving our society
- Valuing our employees
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THE CARDIAC CENTER
Dallah Hospital is committed to promoting excellence in medical services and outstanding patient care by always operating up to JCI standards to which it is accredited. To maintain this mission and commitment, the Hospital established various medically specialized centers and departments, the most important of which is the Dallah Cardiac Center. It has secured and maintained comprehensive medical specialized services for patients with heart diseases, consciously adapting to their extra needs. These services advantageously include the diagnosis and treatment of heart conditions on site. In addition to being equipped with advanced medical technology, the Cardiology Department has a qualified medical team with a wide range of experience.

Outpatient Clinics
The Consulting Clinics provide outpatients with consultation visits and are staffed with qualified and experienced consultant cardiologists. Open clinics are staffed with Cardiology Specialists and are located within the Open Specialists Clinic.

The morning and evening clinics operate on weekdays.

The Cardiac Center has a non-invasive diagnostic facility that offers the following diagnostic procedures:

1. Electric recording of heartbeats (Electrocardiography (ECG))
2. Examination of heart muscle and valve performance using ultrasound and doppler flow imaging (Echocardiography)
3. Examination of heart muscle and valve performance using ultrasound and doppler flow imaging (Echocardiography) via the gullet using an endoscope
4. Continuous ambulatory 24-hour electrical (ECG) monitoring and recording of the heartbeat to detect irregularities and abnormalities (Holter)
5. Examination of the heart through stress testing as needed by patient diagnostic requirements and according
serious heart conditions and for after their open-heart surgery. The Unit has 11 single rooms equipped with the latest and most advanced equipment for the very close observation and monitoring of patients with heart disease.

Included Equipment: Sophisticated technology for continuous ECG (heartbeat monitoring) and for monitoring and recording all measurable functions of the heart, as well as coronary blood flow and breathing function parameters. This installed technology provides monitoring from inside patients’ rooms or by remote observation at the nursing station or substations. Continuous intensive care is offered to patients by a highly qualified and dedicated medical team and nurses.

Coronary Care Unit

Dallah Hospital has established a new state-of-the-art Coronary Care Unit in the Cardiac Center to care for patients with acute and emergency coronary artery problems like heart attacks and coronary chest pains. It also offers intensive care for patients who are critically ill with other to their physical capabilities to provide a detailed diagnosis. These tests yield information regarding coronary artery diseases and heart muscle functions; and they include:

a) An examination by exercise testing; monitoring the electrical tracing of the heartbeat ECG monitor while the patient walks on a treadmill (Exercise Stress Test)

b) An examination of heart performance while stressing the heart using infused medications (Pharmacological Stress Testing)

c) Examining heart performance and adequacy of the perfusion of the coronary arteries of the heart by combining stress testing and nuclear imaging using a GAMA Camera (Thallium Stress Testing, Persantin Thallium Stress Testing, Dobutamine Thallium Stress Testing)

d) Examining heart performance and the adequacy of the coronary flow using stress testing and evaluating heart performance using Echocardiography (Dobutamine Stress Echocardiography)
Cardiac Wards
The 14-bed ward offers specialized regular cardiac care and intermediate cardiac care to patients with heart problems. All beds and rooms are equipped to allow for the direct observation of patients with cardiac problems who were admitted or transferred from the Coronary Care Unit after their condition improved. The facility also allows for the continuous monitoring of patients’ heartbeats by remote, using a wireless system technology (Telemetry).

The Cardiac Ward usually looks after the following patients:
- Patients with chronic heart conditions
- Patients transferred from the Coronary Care Unit after the completed acute coronary care and improvement
- Patients following cardiac catheterization and after Angioplasty and Stenting
- Patients transferred from the Coronary Care Unit after improvement and stabilization following an open-heart surgery

Cardiac Catheterization Laboratory
1. The Cardiac Catheterization Laboratory in Dallah Hospital is equipped with the latest, state-of-the-art advanced technology. It uses digital imaging technology for recording, which requires two cameras, and image analysis of Coronary Angiograms. This yields high visibility for the operator, which helps in evaluating cases accurately and hence facilitates precise and proper diagnosis and treatment.

2. Work in the Catheterization Laboratory, for both diagnostic and therapeutic purposes, is carried out by a team of consultants with a good reputation who are highly qualified with vast experience in this field, both nationally and regionally.
Catheterization is performed for the following purposes:
- Cardiac Catheterization and Coronary Angiography are used to diagnose the narrowing and blockage of coronary arteries (Diagnostic Coronary Angiography)
- Cardiac Catheterization is used for the diagnosis of heart valves, for their narrowing and leakage (left and right Cardiac Catheterization for Valvular Stenosis and regurgitation)
- Therapeutic Interventional Cardiac Catheterization is used to relieve coronary artery narrowing and blockages using balloon inflation and stent deployments (Percutaneous Coronary Angioplasty and Stenting)
- Performance of Cardiac Catheterization and Coronary Angiography using the radial artery (from the hand). This enables patients to ambulate immediately after the procedure and facilitates an earlier discharge from the Hospital. It also has a positive impact on the patient’s morale and productivity
- Cardiac Catheterization is also used for opening narrowed valves using balloon dilatation without surgical operations (Valve Balloon Valvectomy)
- Use of ultrasound examinations inside coronary arteries to specifically assess outcomes of stent implants
- An Electrophysiological Study through Cardiac Catheterization is used for diagnosing conditions of heartbeat irregularities. It is also used to fix pacemaker for increasing and regulating the condition of slow heartbeats, and implanting advanced pacemaker devices that deliver electric shocks to correct serious heartbeat irregularities (Intracardiac Defibrillator Device ICD)
- Implantation of modern and advanced pacemaker devices for treatment of heart failure
Open-heart Surgery

The Open-heart Surgery service at Dallah Hospital is a complete service in the private sector that has been operating since 1987. The operating room at the Hospital is one of the most important units that supports the Cardiac Center where all types of open-heart surgeries are actively performed with good outcomes. The surgery offers the following advantages:

- Highly qualified and experienced surgeons perform the operations for all stable, critical or emergency cases
- The capability to perform open-heart surgery without using a Cardiopulmonary Bypass, which is a procedure involving a new method that reduces the period of admission after surgery (used to circulate blood away from the heart during the operation)
- Performed open-heart surgeries have achieved high results as shown in the statistics of the following procedures:
  1. Coronary arteries bypass surgery restoration of coronary blood flow and heart ischemic
  2. Valves repair and replacement

The surgical team offers services 24 hours a day.
THE ORTHOPEDIC DEPARTMENT
Medical services rendered in the Orthopedic Department are composed of two main types: first, services for emergency cases like road accidents and trauma patients rendered in the Emergency Department for 24 hours a day; and second, outpatient services. The Emergency Department receives victims of road traffic accidents and traumas, and provides first aid while patients are seen by an ER doctor and in critical cases, by a consultant. These services are supported by diagnostic means like the Laboratory and the Radiology Departments. Conservative treatment and surgery are performed as soon as possible once the diagnosis is made, in order to get the most satisfactory results. Ordinary cases are seen in the Outpatient Clinics, which are supported by the latest diagnostic means available in the Hospital, like laboratory services that include biological investigations, tumor markers, histopathology and BMD. Surgical procedures and treatments of different fractures are available using the latest devices and equipment in the operating room, all of which are consistent with universal standards and preparations.

The Subspecialties of the Orthopedic Department

The Department performs surgeries for joint replacements, like total knee and hip replacement. As a private sector with more than 12 years of experience and more than 500 TKR procedures performed, Dallah Hospital is a pioneer in such field as:

- Laparoscopic surgery, Sports Medicine, such as ACL (Anterior Cruciate Ligament) surgery, and Laparoscopic surgery for recurrent scapula dislocations are carried out by distinctive doctors and professors
- Pediatric Orthopedic surgery for the treatment of congenital deformities and other orthopedic diseases

Vertebral Column surgery is done in collaboration with neurosurgery doctors, and plastic surgery and cosmetics are done in collaboration with the Plastic Surgery Department. The rehabilitation process, after a performed surgery and limb injury, is carried out in collaboration with the Physiotherapy Department. The treatment of chronic diseases, arthritis and rheumatoid syndromes are treated in collaboration with the Rheumatoid Department.
THE DALLAH DENTAL CENTER
Dental Implants

They give your teeth a natural appearance. If you lose one or more teeth, the ideal way to take care of the problem is by getting a dental implant since it is a therapeutic procedure that does not allow you to feel pain. Implanted teeth have the same quality and appearance of natural teeth. They are safely fixed into the jaw.

Teeth Whitening

Get bright and white teeth in one quick step. At the DDC you can have a bright smile after only one session that takes one hour. This procedure is done while you relax in a comfortable chair. Bright Smile at the DDC is unique in that it uses a special tray that you can keep after your whitening session, so you can maintain your bright smile at home.

Veneers for “A New Life with a New Smile”

It is the quickest way to get a bright smile with only two visits to DDC. The concept consists of fitting specifically individually prepared veneers onto each tooth. This will preserve your perfect smile for years to come.

Dallah Hospital is one of the pioneering hospitals and aims to render the best services for patients in every way. The Hospital therefore, contracted with one of the best specialized dental centers in Britain to establish Dallah Dental Center (DDC).

The Center renders all dental subspecialties, including:

- Dental Implants
- Prosthodontics
- Pediatric Dentistry
- Maxillo Facial Surgery
- Orthognathic Surgery
- Aesthetic Fillings
- Dental Whitening
- Veneers
- CEREC MCXL for aesthetic crowns
- Fresh Breath
Laser Beam Technology for Healthy Teeth

Laser technology was invented for safe use in Dental Medicine and eye surgeries. It allows for the performance of special procedures without causing any damage to surrounding tissue or organs. One of the many uses of laser in Dental Medicine is “Diagnodent”, which is for therapeutic diagnosis, the early diagnosis of caries, and for detailed reports on the gum and teeth without the need for x-rays.

Laser technology is used in the following cases:
- To remove the holes of caries and prepare around the enamel and dentine in order to fix a filling, which reduces the need for local anesthesia or even cancels it completely
- The treatment of sensitive teeth and oral ulcers, which do not improve with other procedures
- For teeth and gum aesthetics that require the use of laser to define or change their appearance. Such a procedure is known as the “Aesthetic Smile procedure”

Orthodontics

The use of Orthodontics is not only limited to bright smiles, it also gives more self-confidence and enhances career development while improving close relations with others. Patients who need Orthodontics are not limited to specific ages or classes.

As Dallah Dental Center renders this simple therapeutic procedure using the most advanced technologies, people suffering from such problems can change the appearance of their teeth and obtain attractive new smiles.

CEREC MCXL

The DDC is equipped with the latest CEREC MCXL machine, which is accurate, efficient, and gives a pretty appearance using crowns and fillings made of porcelain within one hour and in one session, saving both time and effort. Best material for teeth: strong material that has the same color of teeth and the same quality, appearance and function, conforming with the natural components of natural teeth that sticks firmly to those natural teeth.

This machine corrects partial breaks in the front teeth by applying a layer of porcelain.
Recent studies revealed that a non-aerobic bacterium that lives behind the tongue, is responsible for bad breath by secreting (USC), a volatile sulfur compound into the mouth. New therapies are available at the DDC to eliminate this bacteria after which, you can enjoy fresh breath.

The anti-snoring intra oral device aims to reduce vibrations caused by breathing by preventing the tongue from touching the soft palate. It also eliminates snoring caused by obstruction.
Gestational Diabetes Clinic

Gestational Diabetes is a state of high sugar in the blood during pregnancy for women who have not previously been diagnosed with diabetes. Women with Gestational Diabetes are at increased risk of developing Diabetes Mellitus type two after pregnancy.

Obesity Clinic

Obesity is one of the biggest health problems we face, and this common nutritional problem is related to many diseases.

Statistics show that the rate of obesity in Saudi Arabia has increased 30%. It is well known that the most common cause of obesity is an increase in energy intake with a lack of expended energy. However, there are other things that contribute to this imbalance between energy intake and energy expended, such as genetics, environmental factors, psychological factors and some endocrine diseases. Research suggests that a loss of 5 - 10% of excess weight can:
- Reduce 25% of deaths caused by obesity
- Reduce 10 mm Hg in systolic and diastolic pressure
- Reduce the incidence of diabetes by 50%
- Reduce 10% of cholesterol
- Increase 8% of the good HDL cholesterol

The Clinic develops a plan with the goal of reducing the rate of obesity by treating patients who suffer from this problem so
that they can control it, return to an ideal weight, and publicize the importance of healthy eating.

Short Stature & Delayed Growth Clinic
A consultant in endocrine diseases supervises all auditors. The Clinic deals with the causes of short stature in children whether they are due to medical reasons or otherwise.

Foot Care Clinic
The Diabetic Foot Clinic is equipped with specialized medical equipment and a qualified medical team for the prevention diagnosis and treatment of diabetic foot complications.

Nutrition Clinics
The Clinics aim to educate people about the most appropriate diet for diabetics. In addition, the nutrition specialists focus on correcting the myths patients have about nutrition and answer their queries. Patients are followed-up with on a regular basis to ensure their health is improving and this is done through the collaboration of the medical team of doctors and nurses. The Nutrition Clinic receives patients with special cases who require special nutrition programs. See the Nutrition Department section for more information.

Insulin Pump Clinic
Is a new clinic that was recently established to provide insulin pump. It is run by an integrated team consisting of Endocrine and Diabetes specialists and consultants, diabetes nurse and a dietitian.

In-Patient Services
The Diabetes & Endocrine Center provides professional and high quality diabetes and endocrine consultations to all in-patient departments, including ICU, CCU, OB GYN, ER, Surgery and Pediatrics.

Eye Screening for Diabetes Complications by Fundus Camera
Another new service provided by the Diabetes Center is the very sophisticated Fundus Camera, which captures high definition photos.

Vaccination Facilities
In this Department, we offer the Flu and Pneumococcal Vaccines, which are recommended for diabetic patients.
THE NUTRITION DEPARTMENT
Nutrition has a vital role in human life, as food is more than a gift from God. However, it can have a negative effect if it is misused; recent studies have proven that obesity, diabetes, hypertension, heart disease, etc. may be the result of malnutrition. Therefore, Dallah Hospital has established a Nutrition Department that contains two separate clinics.

The General Nutrition Clinic

Here patients are received from other clinics such as the Cardiology Clinics, Orthopedic Clinics, Internal Medicine, OB GYN, Pediatric, and Dermatology.

Offered Procedures:
• Check up at the Clinic to learn about health conditions and lifestyles in relation to nutrition
• Medical investigations are carried out to exclude any possible trouble to body systems that could affect the patient’s condition negatively
• Check the weight and height of the patient to prescribe the proper diet
• Encourage patients to change lifestyle if he/she is not active and advise him/her to exercise regularly
• Patient should follow up weekly or as recommended in order to make changes to his/her diet
Due to current lifestyles that are characterized by minimal activity and high fatty foods and calorie intake, the obesity rate in the Kingdom is increasing. Saudi nationals who have diabetes are up to 24%.

Specialized clinics like the Diabetic Nutrition Clinic work to increase health awareness by:

- Emphasizing the impact of lifestyle changes on reducing diabetes and obesity
- Increasing health awareness regarding the types of food that cause high blood sugar
- Making patients aware of the importance of organizing their eating schedule and the amount of food they eat so that it caters to their personal needs
- Getting a Glucocheck and following up on blood sugar levels during the diet period
- Making the patient aware of the necessity of daily activities to improve blood sugar
- Checking the weight of the patient on a weekly basis and advising him/her on the diet that is most appropriate for him/her health condition and daily needs
D allah Hospital’s Dermatology Department treats patients with all kinds of skin diseases, provides cosmetic services and even performs simple plastic surgery. It is outfitted with the most modern technical equipment necessary to assist in the diagnosis, analysis and treatment of these diseases.

**Dermatology Department Equipment:**
1) Electric cauterizing machines and cryo therapy for the treatment of warts and benign skin tumors and redundancy cuticles
2) Ultraviolet radiation machines for the treatment of vitiligo and psoriasis
3) Lasers to remove skin pigments, freckles, acne scars and hair
4) Machines and surgical instruments that take skin samples for the diagnosis of certain skin diseases
5) Dermabrasion to remove the effects of skin acne
6) Sensitivity testing devices, which greatly increase the efficiency of doctors
THE ENT DEPARTMENT
The ENT Department receives patients of all ages who have ear, nose, and throat conditions. It serves by diagnosing and managing acute or chronic conditions including infectious diseases, congenital and developmental disorders, cancer, trauma and allergic disorders.

Due to pollution and airborne irritants, chronic allergic rhinosinusitis has become one of the most prevalent diseases in KSA and many patients have had to go through Functional Endoscopic Sinus Surgery (FESS), which is the most advanced way of dealing with this condition. As the name implies, FESS gets rid of the disease, while preserving the functionality of the sinuses.

A qualified team provides the following services:
- Pure Tone Audiometry (PTA): identifying hearing loss in patients of all ages except for newborns (for inpatient and outpatient)
- Audiology Brain Response (ABR): testing, in coordination with the Neurology Unit, estimating hearing sensitivity, and screening for auditory evoked neurological function
- Tympanometry (T): detecting middle ear cleft diseases
THE SURGERY DEPARTMENT
Dallah Hospital's Surgery Department is one of the most well-established surgery sections in the Kingdom. This Department was the first to introduce laparoscopic and endoscopic surgery in 1990 to Saudi Arabia. The Hospital continued to develop the Department and expand it ever since.

**Surgical Specialties**

- Open-heart Surgery
- Neurosurgery
- Orthopedic & Spine Surgeries
- Surgeries for Children & Newborns
- General Surgery
- Urology Surgery
- Cosmetic Surgery
- Endoscopy Surgery
- Ear, Nose & Throat Surgeries
- Obstetrics & Gynecology Surgeries
- Assisted Reproduction
- Vascular Surgery
- Chest Surgery
- Dental Surgery
- Oral & Maxillofacial Surgery
- Eye Surgery
- Sports Medicine Surgeries
- Splitting Operations Gravel

**Scope of Work of Operating Rooms, Anesthesia & ICU**

All types of surgical subspecialties are practiced in Dallah Hospital's OR, including:

1) Open–heart Procedures (on beating heart and by–pass techniques)
2) Laparoscopic Procedures in various specialties (General Surgery, Obstetrics & Gynecological Procedures, Pediatrics)
3) General Surgeries
4) Pediatric & Neonatal Surgeries
5) OB GYN Surgeries
6) Cranial & Neuro Surgeries
7) Urology Procedures
8) Lithotripsy Surgeries
9) Ophthalmic Operations
10) Orthopedic Surgeries
11) ENT Procedures (including Micro Laryngo-surgeries)
12) Plastic Surgery
13) Vertebral Column Surgeries
14) Dental & Maxilla-facial Procedures
15) Thoracic Surgeries (including Thoracoscopy & Thoracotomy)
16) IVF Procedures
17) Bariatric Surgeries
OR Capacity
There are 12 ORs distributed as follows:
- 9 ORs on level 2, main OR Suite
- 2 ORs on level 3, at the Delivery Suite
- 1 OR for Lithotripsy on level 2

Each of these rooms is outfitted with the latest and most up-to-date equipment and technology that copes with the needs of our surgeons and anesthetists, to facilitate their surgical procedures. The OR Suite is equipped with an efficient post anesthesia recovery room with a 9-bed capacity and all the necessary facilities that a recovering patient may need.

OR Standards
1) Every OR is equipped according to the latest international standards
2) Modern active scavenge system for controlled drainage of exhaust anesthetic gases and vapors
3) Modern room independent AC system
4) OR tables with the most updated functions, which allow positions specific to every surgical procedure
5) OR ceiling lights are of the latest technology, according to international specifications
6) The latest VIPRO system is available
7) Transportation of patients from the OR table to the OR stretcher and from different levels to OR and back is highly controlled in order to prevent any patient injury, trauma or hazard

8) The dressing of patients, especially for females, follows strict Islamic rules and regulations
9) Circulation within the OR Suite follows one inlet with multiple exits to rule for safety and infection control
THE INTERNAL MEDICINE DEPARTMENT
Psychiatrists base their dealings with patients on their individual cases and consider all the different aspects that make a patient a human being (body, mind, soul and social entity). Treatments include relaxation therapies, meditation, medication and social development, and employ neural engineering applications in psychotherapy. They usually involve the family or spouse, the school and/or the community in general for recovery and therapeutic support.

**Psychiatry**
This specialty renders diagnostic and therapeutic services for psychological and mental disorders, which include:
- Anxiety & phobia cases
- Sleeping disorders
- Psychosexual disorders
- Depression cases
- Psychophysical disorders
- Delusions
- Premarital counseling & health education
- Relaxation exercises
- Educational & school problems
- Schizophrenia
- OCD cases

**Gastroenterology**
This specialty treats different cases and conditions of the digestive system and includes a separate unit that is distinguished for:
- Conducting diagnostic and therapeutic endoscopy of the digestive system
- Being equipped with the latest technology and associated equipment that give doctors access to the most accurate results
- Having several blocks of rooms for operations and another set for recovery; in addition to waiting rooms for escorts
- Containing a section outfitted with modern devices that measure liquids in the esophagus, which point to causes of excess acidity and inflammation of the esophagus
- Its commitment to international standards of
day basis; this means that most patients who undergo fragmentation leave the same evening.

The Fragmentation Center for urinary tract stones at Dallah Hospital has a success rate of 100% when dealing with various cases of urinary tract stones. The Center is characterized by its ability to address tricky stones and difficult situations. Cases in the lower part of the ureters are usually treated with Laparoscopic surgery, but since this device came into use there has been a lower rate of complications compared to the high rate involved in the conventional surgery or Laparoscopic surgery.

Nephrology

This section is the highlight of the Internal Medicine Department. Here, early diagnosis of kidney diseases is provided, especially those that adversely affect kidney function in both early and advanced cases.

Among the services offered by this specialty:
- Taking the diagnostic biopsies of the kidneys
- Dialysis in severe cases, through the blood and by washing Albertheon (abdominal)
- Following up on cases of kidney failure with appropriate intervention when necessary

It also includes:

Fragment Kidney Stones & Urinary Tract Unit

This Unit is equipped with state-of-the-art medical technology that breaks up kidney stones found in the ureters and bladder by using electromagnetic waves. This allows it to be done more accurately with the identification of gallstones by means of a ray and three-dimensional ultrasound.

It also provides all necessary information for great quality when using the digital imaging machine. The device works without the water bath and the process of fragmentation is painless where patients are treated on an operation per
INTERNAL MEDICINE DEPARTMENT

Fragmentation Shock Waves

This fragmentation device operates on the principle of converting electrical energy into shock waves, which provides the highest possible degree of safety to all patients.

Benefits of Shock Waves:
- No pain with fragmentation
- Does not affect the heart, as is the case with electromagnetic devices
- May be used on children who can undergo general anesthesia
- Kidney tissue is not affected even during colorful treatment sessions
- Size of fragments do not exceed 1-2 mm
- Ability to fragment stones starting from the size of 1 cm
- A technical group under the supervision of highly experienced consultants from Dallah Hospital works on the device

Pulmonology

The Pulmonology specialty, which was established to develop and provide services in the diagnosis and treatment of chest diseases and lung functions, includes working consultants and specialists in this field and the help and participation of faculty members from universities within and outside the Kingdom. Here they use the latest and most advanced tools and forts for treating chest diseases. They give special attention to the different situations and conditions such as chest allergies and asthma.

The specialty provides support and advanced respiratory unit tests, which helps diagnose and follow-up on cases of allergic asthma and lung fibrosis. It is supported by the Endoscopy Unit, which helps diagnose different cases of chest and breast tumors. In collaboration with the Intensive Care Unit, the specialty offers treatments to the critical track section for patients with chest diseases and to the other sections that require staff with specific expertise in this area.

Pulmonology is Characterized by Its:
- Testing of the efficiency of patients’ breathing, a free service
- Modern facilities, which are specialized in a variety of different cases
- Cryotherapy service and electrical cauterization of breast tumors
- Use of technology perspectives in the diagnosis and treatment of certain cases

The Department’s medical and administrative team strives for continued excellence by keeping abreast on all of the latest developments in the world of medicine and the most up-to-date techniques in treating chest diseases.
In short, OB GYN provides full care for the mother during her pregnancy and follow-up healthcare for both the mother and baby after the birthing.

**OB GYN Hospital Characteristics**
- A world-class female medical team
- 3 types of patient facilities:
  - 80 beds divided between Royal Suites, Junior Suites and Private Suites
- Nursery
- Supported by Dallah Hospital’s main building:
  - Radiology
  - Laboratory
  - Surgery & OR, etc.

**Fertility Center**
This Center is housed in the OB GYN Hospital. Dallah Hospital was the pioneer of fertility work in the Kingdom as it was the first to open a center.

The following services are offered at the Fertility Center:
- Ovulation Induction (OI)
- Intrauterine Insemination (IUI)
- In Vitro Fertilization (IVF)
- Intra-Cytoplasmic Sperm Injection (ICSI)
- Egg Retrieval
- Embryo Transfer
- Embryo Cryopreservation
- Assisted Hatching
- Blastocyst Transfer
- Male Infertility Treatment
- Rectal Electroejaculation (REE)
The Dallah Hospital for Pediatrics is the first of its kind in the Gulf’s private sector. It is well established and highly specialized with a full team of general pediatric consultants and neonatologists, pediatric subspecialties, pediatric specialists and residents.

The pediatric hospital provides high quality comprehensive clinical care and services to infants, children and adolescents, and is sensitive to the changing needs of our community and society.

The Hospital, which provides unique healthcare services 24 hours a day, is made up of the following:

**Neonatal Intensive Care Unit**

This is a 27-bed unit under the charge of well-trained accredited pediatricians who are experts in neonatal intensive care management. It is equipped with the most up-to-date machines and facilities needed for the care of sick and high risk newborns delivered. Also, it includes the intensive care needed for babies diagnosed with preterm, pneumonia, meconium aspiration, sepsis, convulsion, birth asphyxia, persistent pulmonary hypertension, babies who need major surgical intervention (diaphragmatic hernia, omphalocele), etc.

**Nursery**

The Nursery has a 70-bed capacity and provides the best medical services for healthy babies, including newborn care, nutrition, eye and umbilical care, and follows the Hospital's infection control policy. Breastfeeding is strongly recommended and encouraged at our Hospital, which is why we provide mothers the support they need and the expertise of a team of educators.

**Outpatient Clinics**

Outpatient consists of consulting clinics that provide general pediatrics and neonatology services, in addition to pediatric surgery, cardiology, pulmonologist, neurology, neurosurgery, nephrology, urology, gastroenterology and orthopedic surgery. The Clinics are furnished and equipped in a way that satisfies the needs of our visitors and are located on...
the ground floor of the Pediatric Hospital’s full range of diagnostic and testing services.

Inpatient Ward
The Ward has beds for admitted hospital patients who are supervised by the consultants in-charge and those who are on call. We provide care and manage a wide variety of medical problems including, and not limited to, acute gastroenteritis, croup, bronchiolitis, pneumonia, septicemia, meningitis, encephalitis, bronchial asthma, seizure disorder, diabetes mellitus, nephritic syndrome, etc.

Pediatric Intensive Care Unit
The Unit provides medical care for patients who are critically sick including severe or potentially life threatening cardiac, respiratory, endocrinal, neurological or surgical problems. It is supervised by in-charge and on call consultant pediatricians.

Pediatric Emergency
This ER is covered 24 hours, 7 days a week by accredited pediatric specialists who have experience in the management of emergencies. It is well equipped for both serious injuries and minor illnesses in order to cope with the needs of pediatric patients. Furthermore, the pediatric emergency is staffed with specialized pediatric nurses 24/7.
This Department provides diagnostic and therapeutic services to patients of all ages that suffer from eye problems and diseases including:

- Refractive/Visual Disturbance
- Orbital Pathology (fractures, cellulites, deformities, etc.)
- Strabismus
- Conjunctiva Pathology
- Corneal Abrasion
- Glaucoma
- Uveitis
- Cataracts
- Diabetic Retinopathy

The Center Offers the Following Surgeries:

**Refractive Surgery**
1. LASIK
2. PRK

**Cataract Surgery**
1. PHACO emulsification
2. Extracapsular Cataract Extraction (ECCE) secondary implantation IOL
3. YAG laser capsulotomy
4. Ant. vitrectomy

**Glaucoma Surgery**
1. Trabeculectomy
2. Canaloplasty – trabeculectomy
3. Tubes & Valve Implant UBES

**Squint Surgery**
1. Esotropia correction
2. Exotropia correction LID surgery
3. Ectropion
4. Excision of Lesions
5. Blepharoplasty
6. PTOSIS

**Lactimal Drainage Surgery**
1. DCR (Dacryocystorhinostomy)
2. Probing and syringing of nasolacrimal duct
3. Insertion of lacrimal plugs

**Pterygium Surgeries**
1. Excision of pterygium with or without MMC
2. Excision of pterygium with or without conjunctival autograph

The Center’s Minor Operations Include:

- Chalazion
- Excision of small lesions
spending a short stay in the Hospital, however in most cases this surgery can be performed in one day and that patient can leave the Hospital the same day.

The Cataract operation is one of the most successful surgeries and one of the safest in general; the possibility of encountering problems during the surgery is less than 1%. The surgery exchanges the unclean lens that was surgically extracted from the eye with a lens that is accurately manufactured from an advanced material so the eye is able to focus and clearly see things once again.

Every one of us could suffer from Cataract at some point in our lives. For most people, surgery means

### Services Offered by the Ophthalmology & LASIK Center:

#### PHACO
It is a type of lens surgery used to treat Cataracts in patients. Because it is advanced, the surgery may be performed at any Cataract development stage. It can happen at any age, but it is more common in patients who are more advanced in age. It is considered a natural development of the eye’s lens as a person gets older. For those that are younger, the cause could be hereditary, an eye injury, some eye medication or chronic eye infection, or a side effect of other maladies such as diabetes.

Until recently, the only treatment for visual defects was the use of
eyeglasses or contact lenses; but in the last twenty-five years there has been an increased turnout of patients considering laser as an effective means of correcting such defects. The reason for the great popularity of LASIK is the multitude of advantages offered compared to other vision correction surgeries. For example, the patient undergoes a painless surgery and eyesight improves considerably by the following day. You can only know if you are a candidate for LASIK after submitting to a complete medical examination because certain elements must be available before consideration. Throughout our long experience we can say that about 25% of patients who visit for the purpose of undergoing LASIK correction surgery do not suit for one reason or another.

However, at Dallah Hospital there are all types of alternatives for all types of visual impairments. LASIK’s main features include the adjustment of the accuracy of measurements, the speed of the cornea’s healing and the return of the patient to regular exercise and activity within 24 hours of the surgery with scarcely any setbacks.

LASIK can be used to correct the following shortcomings:
- Myopia
- Farsightedness
- Astigmatism
- Very soon, reading glasses

During the operation there is no pain because the patient is under the influence of drug drops. After the operation there may be some light pain for the first 24 hours and especially in the first few hours, due to the secretion of tears and the unbearable sensitivity to light. The success rate for LASIK is between 85% and 97% depending on the degree of myopia.

**Canuloplasty**
This latest intervention for the treatment of glaucoma is the first and only microcatheter-based procedure that safely reduces Intra Ocular Pressure, which leads to the excellent sustained control of IOP. This new technique reduces dependence on medications and even less eventful post-op care.

**Strabismus Correction**
This is a surgical intervention to correct Esotropia and Exotropia. This procedure has been around for many years and has had remarkable results.
THE UROLOGY DEPARTMENT
The Urology Department provides diagnostic and therapeutic management to patients of all ages and of both sexes. Care is given to inpatients and outpatients with genitor-urinary adrenal conditions, infertility cases, both acute and chronic.

The procedures that are carried out here include:

- Diagnostic radiological procedures such as intravenous pyleogram & cystogram
- Specialty diagnostic tests such as cystometrogram, PVRs & flow rates
- Therapeutic procedures such as urethral dilation, supra public catheter placement/change, nephrostrogram, bladder irrigations & instillations, urodynamics & hormone injections ESWL (Extracorporeal Shock Wave Lithotripsy)
Plastic surgery is an old world known surgery and is performed for males and females of different ages. The operations done in plastic surgery are cosmetic and reconstructive in nature.

Rhinoplasty Surgery
Rhinoplasty is one of the oldest plastic surgeries and it is done to:
- Improve the external appearance of the nose or to manipulate the nose bone itself
- Remove part of the cartilage from the nose and repair any deformity in the nose that is either congenital or due to fractures
- Correct the nasal septum as it corrects the deviation of the nasal septum and dilates the air passage for better breathing

Note: These surgeries can be done at the same time.

Duration of Surgery: Two hours

Anesthesia: Rhinoplasty happens under general anesthesia and it is done through inside nose incisions. Sometimes minor operations can be done under local anesthesia with some sedation.

Location: Done in the main theatre.

Recovery:
Patient can return to:
- Work: after 7-10 days if he/she wishes
- Manual & effortful work: it is advised not to bend or carry heavy objects for at least one week
- Sports: after 3 weeks and without being exposed to injury or contact with other players
- Exposure to the sun: should avoid exposure to the sun during the first week after the operation
- Travel: can travel after 24-48 hours

Outcome of Surgery: The final outcome of the surgery can be ascertained after 6-12 months.

Expectations & Instructions:
- Expect to use an external bandage for the nose for 7-10 days after surgery
• During this period breathing is done through the mouth, therefore an air-moisturized room is necessary
• Cold packs should be used repeatedly during the first day of surgery to reduce swelling and bruising, and then use warm packs during the following days
• Bruises may appear around the eyes, but it will disappear within 7-10 days
• Family members should be made aware of what to expect in order to accept the appearance of the face and bandages after the surgery
• The head should be raised all the time, even during sleep for the first week
• When taking a bath, water should not touch the site of the surgery
• Should moisturize the nose after removing the bandages as per the surgeon’s instructions
• Partial loss of sensation in the edge of the nose may occur, but it will go back to normal within a few months of surgery

Liposuction Surgery

Not all people are eligible for Liposuction surgery. Those who are fit for this surgery are people whose weight is near the normal weight of their age and height, and who suffer from excess fat in certain parts of their body that could not be corrected with diet or exercise. Usually, women request Liposuction for the hips, thighs and abdomen, while men ask for it on the abdomen and waist.

Liposuction can also be done beneath the chin and jaw, and any other part of the body like the arms, chest, knees or thighs.

Duration of Surgery: It takes around 45-60 minutes for fat that is limited to one site and around one and a half to two hours for regular Liposuction. During the same surgery, lipids can be suctioned from different areas of the body and it can be combined with other procedures.

Anesthesia: There are many options for anesthesia in Liposuction surgery:
• Local anesthesia – if the area is very small and limited
• General anesthesia in most cases
Important Notes:
- Collection of blood or fluids may appear under the skin at the site of the surgery. Usually it will disappear spontaneously after a few days.
- Skin flabbiness and curves will occur, but it is temporary and will disappear after some time. It may last so long that a minor operation may be required to correct such flabbiness. It all depends on the skin type of the patient and the amount suctioned out.
- Bruises may appear around the surgery site a short time after the date of surgery (1-2 weeks). The patient should wear a corset that helps define the regular shape of the body and stretch the skin; it also helps avoid flabbiness. Wear the corset continuously for 6-8 weeks.

Recovery:
Patient can return to:
- Light office work: immediately after surgery
- Regular office work: it is preferable to take a 3-4 day rest before
- Manual & effortful work: should not do any work that requires bending or the lifting of heavy objects for at least one week

Most Liposuction surgeries require additional medicines to be injected into the site along with the anesthesia in order to help restrict the arteries and veins to reduce volume of lost blood and reduce pain after the surgery.

Location: The majority of Liposuction surgeries are performed in Day Case Centers. However, in case the surgery requires the suctioning of large amounts of lipids from many parts of the body, it is better to have it done in the Hospital with 1-2 days admission.
OPEN SPECIALIZED CLINICS (OSC)
Dallah Hospital pioneered the OSC concept in Saudi Arabia. Our OSC is equipped with the most up-to-date medical devices required for accurate diagnosis and treatment and highly qualified specialists and a nursing staff at attention. It is open 16 hours a day and patients walk in without appointments.

Clinics Available in OSC:
- Internal Medicine & Pulmonology
- Orthopedics
- OB GYN
- ENT
- General Surgery
- Urology
- Cardiology
- Ophthalmology
- Dermatology
- Dental
THE ER DEPARTMENT
The ER Department provides a comprehensive emergency service to all patients presented to the Department on a 24-hour basis. It accepts all patients for treatment.

Patients are triaged according to a 5-level triage system in order to ensure that they are assessed and sorted according to acuity. The ER staff members are specialized emergency healthcare providers who have advanced qualifications and experience. Patients from all medical categories receive emergency care and medical referrals as necessary. An integrated animation room with 3 beds provides urgent care to life threatening cases. The Department is able to provide rapid resuscitation, stabilization and transfer of critically ill patients. Although it is not a designated trauma center, it provides advanced trauma care to the patients that are brought in. It also provides disaster care to the community during major incidences serving all ages. Non-urgent patients that meet specific criteria (vaccinations, etc.) are treated in the Fast Track area.

The ER Operates in Four Sections:

1st Section: General Male Emergency

2nd Section: General Female Emergency

- There are 55 beds – for accident & emergency

Adult ER: There is a 1-bed triage room, 2-bed dressing room, 2-bed re-animation room, 1-bed mini-theater room, 15 beds for male treatment, 11 beds for female treatment, 4 beds for OB GYN, and 1 Fast Track room.

3rd Section: Pediatric Emergency

This Section receives and assesses direct admissions to the Hospital, including outside patients who are transferred/referred to intensive care areas in Dallah Hospital. It caters to both adults and pediatric patients.

The Pediatric Emergency Section is staffed by certified specialist pediatricians and nurses who have been trained to care for ill and injured infants, children and adolescents of up to 12 years of age. Here patients are also triaged according to a 5-level triage system, they are assessed and sorted according to acuity. All pediatric patients receive
emergency care and medical referrals as necessary. Trauma pediatric patients, such as those with cut wounds, burns, fractures, etc, are to be seen in the Adult Emergency Section. The Pediatric Emergency Section is highly equipped with a perfect special design for pediatric patients who stay under the supervision of pediatric consultants and registrars, and are supported by well-trained nurses. The Section is ready to manage patients 24 hours a day, 7 days a week. It is prepared to deal with emergency cases and do any required procedures. It is outfitted with a room that records vital signs, a triage room, a 7-bed emergency hall, a resuscitation room and two consultation rooms. This Section is covered by 8 accredited pediatricians who have the necessary training and experience in handling pediatric emergencies, and are responsible for the establishment and maintenance of the high standards of care given to our pediatric patients. The facility is set to handle a wide range of medical problems including, but not limited to, infectious conditions such as colds, acute Gastroenteritis, Croup, acute Bronchiolitis, Pneumonia, Meningitis, Septicemia, Encephalitis and chronic recurrent illnesses such as Asthma, Sickle Cell Disease, Hemophilia, Seizure Disorder, Diabetes Mellitus, and Nephrotic syndrome.

4th Section: OB GYN Emergency (Upper Level)
Continuous emergency nursing care is maintained throughout a 24-hour period. In order to be able to respond effectively to unpredictable fluctuations in patient census, as well as disaster preparedness, an extra number of DRs and RNs are on call throughout the 24-hour period. The ER intersects with all departments in the Hospital. Ambulance services provide the transfer of patients, as well as MediVac transportation for critically ill patients. It responds to all outpatient and non-clinical situation codes as a member of the multi disciplinary code team.

Emergency Rooms
There are 55 beds – for accident and emergency.
- Upper Level - Level 2 OB GYN ER
  It contains 1 reanimation room and a female treatment room.
- Pediatric ER
  It includes treatment rooms, 2-bed Fast Track room, 1-bed cannulation room and 1-bed triage room.
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PHARMACY DEPARTMENT
The Department prides itself on offering state-of-the-art pharmaceutical services to various consumers including inpatients, ambulatory patients and healthcare providers. It is an integral part of the Teaching & Patient Care Program as it aims to provide high quality pharmaceutical care to our patients in an atmosphere of educational growth, shared respect and communication.

The Department functions in accordance with world standards and specifications, with the regulations and procedures set forth by the hospital, and under the umbrella of the rules and policies of the Ministry of Health in Saudi Arabia.

It has a good divisional design that subdivides employees according to their experience and specializations. It starts with pharmacy consultants and then the chief of pharmacy, followed by the supervisors of each area and coordinators, and last but not least the employees.

Our Team of Pharmacy Professionals Includes:
• Pharmacy Manager
• Registered Pharmacists
• Registered Pharmacy Technicians

This highly skilled team works together to serve everyone from hospital inpatients to outpatients who require consistent critical medication.

Using the Hospital’s intranet, the Department provides expanded and updated drug information to every health care professional through the available online formulary.

It also implements the Electronic Medication Error Reporting Program throughout the Hospital in order to ensure interdisciplinary synergy through collaboration on improving medication safety and educating clinicians and patients.

The Department also plays an active role in multidisciplinary teams through the different committees. It does so with the aim of designing and
implementing strategies to create a safer medication usage system.

**Pharmacy & Therapeutic Committee**

It is a standing committee made up of the medical staff responsible for assuring that the medications and therapeutic agents used at Dallah Hospital are of the highest quality, monitoring non-formulary drug use, evaluating medication usage, watching for adverse drug and medication errors, analyzing pharmacoeconomics, and for preparing guidelines for use.

**Medication Use Evaluation Committee**

The Committee’s purpose is to monitor and evaluate that the use of drugs at Dallah Hospital is planned and ongoing. It also aims to help assure the appropriate, safe and effective usage of drugs. The program involves monitoring the patterns of such usage, of adverse drug reactions, of disease-state oriented reviews of formal drugs using approved criteria, of the collection and analysis of data on drugs recently evaluated by the Therapeutics Committee, and of outcome research. All results and activities are reported to the Pharmacy & Therapeutics Committee.

**Antimicrobial Advisory Committee**

The primary role of this Committee is to promote the rational, safe and cost-conscious use of antimicrobials at Dallah Hospital. With the current concerns revolving around resistance to antibiotics, this role is critical for ensuring that provided therapies are effective and do not contribute to the increasing number of resistant bacteria.

**Pharmacy & Nursing Committee**

The establishment of the Pharmacy & Nursing Committee at Dallah Hospital has helped improve the relationship between the two departments.

The purpose of the Committee is to resolve issues using a cooperative approach.
THE RADIOLOGY DEPARTMENT
The Radiology Department, medical imaging and Nuclear Medicine Unit in Dallah Hospital provides patients with a wide range of quality diagnostic imaging and therapeutic services and procedures.

Provided Services:
- General X-ray
  Machines: 4 digital general and 3 portable
- Sonography (Ultrasound)
  Machines: 9 stationary and 1 portable
- Computed Tomography (CT Scan)
  Machines:
  - GE VCT XTe 64 slices
  - GE – CTi single slice (under replacement by 128 slice CT)
- Magnetic Resonance Imaging (MRI)
  Machines:
  - GE Signa contour
- GE Optima 1.5 T (wide bore 70 cm)
- Nuclear Medicine including Nuclear Cardiology
  - Diagnostic
  - Therapeutic, using radioactive iodine (131 I) in treatment of thyroid diseases
  Machines: Dual-head Gamma Camera and Philips Brightview X
- Bone Mineral Densitometry (DXA) for Osteoporosis
  Machines: Hologic and Delphi
- Digital Fluoroscopy & Angiography
  Machines: Siemens and Axiom Artis
- Mammography (Breast Imaging)
  Machines: GE - Senographe 800T
- Panoramic (Dental)
  Machines: Kodak digital and Kodak 8000C

CME & Training
- Internal weekly CME activity for doctors and technologists, as well as weekly Hospital CME
- About 5-10 undergraduate technicians and technologists from different institutes in Riyadh, especially from King Saud University, undergo their training in our Department every year

Recent Accomplishments
- Shifting from hardcopy films to completely filmless throughout the Hospital, using picture archiving and communication system (PACS)
- Efficiently contributing to the Hospital’s effort to obtain JCI Certification
- Achieving a completely digital environment
THE LABORATORY DEPARTMENT
The Laboratory Department provides state-of-the-art laboratory testing in support of Dallah Hospital’s clinical services and many other referring clinics and hospitals. A full range of laboratory services is available and the staff is also available for inquiries. The Department is multi-sectional and performs age related testing on inpatients and outpatients relative to diagnosis, management of care and wellness maintenance. Age related laboratory procedures are applicable to fetal, neonatal, pediatric, adolescent, adult and geriatric patients. The tests provided include individual tests and disease or organ oriented test profiles related to clinical biochemistry, hematology, blood banking, histopathology, microbiology, serology, immunology and clinical microscopy.

Ancillary Services Include:
- Point of care coordination
- Patient education
- Inter-departmental professional acknowledgment of continuing education including regular weekly seminars and small group discussion

There are opportunities for on-the-job training and the staff is encouraged to keep their knowledge and skills in laboratory medicine up-to-date. The development of an educational program on defining, identifying and preventing laboratory errors and the regular planning of quality indicators help to further improve the quality of healthcare services offered by the Department. The Laboratory utilizes internal and external quality control programs that include batch-to-batch and day-to-day internal quality control. Laboratory Infection Control and the Safety Management Program are applicable as well.

Department Hours
The Clinical Laboratory provides services 24 hours a day, 7 days a week, with staffing patterns based upon test volumes, workflow, weighted workload statistics and productivity.
Management

The responsibilities of the Clinical Laboratory Pathologists include:
• Overall operation and administration of the laboratory
• Educating & managing personnel
• Assuring compliance with applicable regulations
• Being accessible to the laboratory for consultations
• Ensuring quality laboratory services for all aspects of test performance
• Providing a safe environment for personnel to work in

Laboratory Services

The purpose of the Clinical Laboratory is to provide patients and their physicians with accurate and efficient laboratory testing through:
• Ongoing development, implementation and evaluation of quality control methods appropriate to each department
• Phlebotomy procedures that include assessment of the patient’s physical and emotional status before initiating a procedure and before selecting appropriate equipment
• Continuous evaluation and revision of current laboratory procedures; and the introduction of new procedures as they become available and adaptable to the needs of the Hospital
• Continuing education programs for laboratory personnel to update their knowledge of laboratory theory and practice

Laboratory Objectives

The Laboratory Department’s goal is to serve its clients (patients, referring doctors and other related staff) to the best standards attainable (i.e. quality service).

• Encouraging laboratory personnel to hold memberships in professional organizations, i.e. MT, ASMT, ASCP, CAP and others
LABORATORY

Main Objectives

- To efficiently and accurately perform the tests ordered in order to achieve near 100% accuracy and precision in all laboratory results
- Provision of consultation and support to physicians in order to achieve definitive diagnosis and appropriate management of patients
- To minimize all the technical errors encountered by laboratory personnel and improve their skills and knowledge in solving such problems
- To minimize or shorten the turn–around–time of the release and distribution of results
- To prepare adequate stock of blood components with high quality standards that meet the requirements of modernized transfusion services
- To eliminate typographical and human errors that lead to the mislabeling of samples or requesting wrong tests
- To apply the latest technology in the field of Laboratory Medicine by upgrading the automated equipments to its latest version and to apply new methodological techniques
THE PHYSIOTHERAPY DEPARTMENT
Physiotherapy is the fourth largest healthcare profession in the world. Physiotherapists are integral members of the multidisciplinary team that assesses and treats people with a variety of acute and chronic health concerns. They use physical means to restore or re-educate movement and function.

Physiotherapists are committed healthcare professionals who participate in life-long learning and continuing education, research and clinical studies, and who are active in the education of students, staff and the community.

What Is Physiotherapy & How Can It Help?

Physiotherapy is the assessment, treatment and prevention of musculoskeletal dysfunction by use of physical means including manual therapy, manipulation, exercise, electrotherapy or simply verbal advice. The assessment involves a review of the full history of the presented condition, as well as a full medical history. A physical examination follows. It promotes pain relief through a non-invasive hands-on approach, following bone, muscle, nerve, ligament and joint injuries.

It can help relieve your pain so that you may return to full functionality and do all the things you want to do. Whether your acute injury is caused by sports, accidents or a long-term chronic problem, such as postural back or neck pain, physiotherapy is here to help!

What Can We Treat?

We can treat a great variety of problems including pain, inflammation and muscle spasm. Back and neck problems, such as sciatica, lumbago, neck pain, headaches and whiplash, respond particularly well to physiotherapy; as do sports injuries like hamstring strains, tennis elbow, shin splints, cartilage damage, ligament sprains, and meniscal tears. Orthopedic problems such as fractures, joint replacements and poor biomechanics can also be helped.

In addition, if you have been
Physiotherapy can be used to treat a wide variety of musculoskeletal conditions.

However, you do not need to be an athletic person to benefit from physiotherapy, you can benefit no matter what caused your pain or injury. You deserve effective and high quality treatment at the earliest opportunity and will receive just that at Dallah Hospital. Each of our facilities is equipped with the most modern and advanced medical equipment in order to enhance our capacity to care for you. Furthermore, our specialist rehabilitation facilities are designed to get you back to full health as quickly and safely as possible following your injury or illness.

**Physiotherapy Services**

Physiotherapy provides services to people of all ages with dysfunction in the following areas: musculoskeletal, neurodevelopment and cardio respiratory.

Specialty programs have been developed for inpatients and outpatients with Cystic Fibrosis, burns, Hemophilia, brain injuries, postural disorders and rheumatologic conditions. When indicated, outpatient physiotherapy follow-ups will be arranged.

Physiotherapy provides inpatient and outpatient services 16 hours a day, 6 days a week to all clinical programs at the Hospital. Full service is administered between 08:00 am and 10:00 pm, Saturdays to Thursdays in Rehabilitation Medicine Programs, which consist of neurological conditions, spinal cord injuries, amputations and arthritis. Day Hospital services are available to individuals depending on their situations; while outpatient services are arranged for patients with musculoskeletal problems including bone, joint, muscle or mobility issues, etc. Our on-call service is available on Fridays and if a new patient requires assessment and treatment, a doctor or nurse can contact a physiotherapist.
who is on standby. The areas where specialty services are implemented include cardio, respiratory, trauma, Neurosurgery, Orthopedic, sport injury, Pediatric and OB GYN.

Physiotherapy Services for Inpatients
The physiotherapy staff works in all Hospital areas and teams of staff are based in the following departments:
- Accident & Emergency
- General Medicine Department
- Gynecology
- Neuroscience, including the Stroke & Rehabilitation Unit
- Neuroscience Critical Care Unit (ICU, CCU, NICU)
- Obstetrics
- Orthopedic Department
- Rheumatology Department
- Surgery Department

Physiotherapy Outpatient Department
Most outpatients who have appointments will be seen in the Physiotherapy Outpatients Department.
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Company Coordinator Office ............................................ 299 4723
Coordinator of the Prince Fahad Kidney Failure Center .......... 229 1568
ACCREDITATIONS & STANDARDS
International Organization for Standardization (ISO)

ISO, the International Organization for Standardization, is a non-governmental organization established in 1947 with its headquarters based in Geneva, Switzerland. It has so far spread to 162 countries around the world and has since issued several series of specifications in the different areas of industry, agriculture, management, medicine and more.

The Organization has become the world’s largest developer and publisher of international standards, making the development, manufacturing and supply of products and services more efficient, safer and cleaner for society.

Dallah Hospital adopted the ISO Standards in 1998 and its validity continues today.

Joint Commission International (JCI)

The International Joint Commission, JCI, is a non-profit organization that is an internationally renowned pioneer in the quality of health care and patient safety. Since 1994, this global leader in accrediting health care organizations has been working with health care organizations, ministries of health and global organizations in over 80 countries.

By providing accreditation and certification services, the JCI focuses on improving the safety of patient care. It also does so by offering advisory and educational services aimed at helping organizations implement practical and sustainable solutions.

Dallah Hospital is honored to have adopted JCI accreditation on January 29, 2009, and to enjoy its continued validity to this day.