



Kingdom of Saudi Arabia
Ministry of education
Umm Al Qura University

Healthcare Policies and Procedures Manual
Umm Al-Qura University
University Medical Center

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1-1. About the University Medical Center

Umm Al-Qura University is considered one of the first universities in the Kingdom that realized the importance of providing health care services for male and female students and their employees of the faculty, staff, and their families, to ensure their health and to provide the most significant degree of dedication, commitment and excellence in the educational process at the university, where the medical administration established in 1390 AH. As a result of the expansion witnessed in the faculties and sectors, the title was transferred from the medical administration to the university medical center in 1428 AH to keep pace with the development, support, and increase in the number of clinics and medical staff at that time.

From 1433 AH until the present time, development continues in all facilities of the UMC, clinics, and services provided with the latest technologies and medical devices, in addition to distinguished medical cadres in most of the primary medical specialties to become one of the prominent medical complexes in providing general and specialized outpatient services.

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1-2. Beneficiaries of the services

The University Medical Center provides curative and preventive services for the following categories:

1. Saudi and international students at the undergraduate and postgraduate levels.
2. Faculty members, active employees, and official retirees.
3. The employee contracted to work for all university affiliated entities during the period of his contract.
4. Visitors to the university, including faculty, staff, researchers, male and female students.
5. Family members belonging to a faculty member or employee, and they are as follows:

a) Saudis:

- Father and Mother.
- Wife or husband.
- Daughters registered in the family ID.
- Children whose age is less than twenty-one (21) years.

b) Non-Saudis:

- Escort of the academic staff member or employee.
- Escort of the non-Saudi students.

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1-3. Scope of Service

The University Medical Center provides preventive and therapeutic services to students, university employees, and their families who are eligible for treatment at the University Medical Center through a group of general and specialized medical clinics, in addition to medical support services, as follows:

- Diagnosis, treatment, and follow-up of acute, chronic, communicable and non-communicable diseases under care of some medical specialties.
- Referring emergency and critical medical cases to MOH hospitals to receive final treatment.
- Providing routine laboratory testing services and some advanced tests.
- Providing CT scan and magnetic resonance imaging services without intravenous contrast, in addition to x-rays and ultrasound imaging.
- Providing pharmaceutical care services by providing the necessary medical drugs to treat diseases diagnosed and treated at the University Medical Center.
- Providing preventive services, including essential vaccinations and preventive campaigns.
- Participation in international health events and days to spread health awareness and educate auditors on ways to prevent diseases.
- Save the medical information of the auditors through the clinics' electronic operating program, which also allows the auditors to book appointments in advance electronically through the center's page on the university's website.

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The message

We provide curative and preventive services, actively participate in health awareness and educational activities, and contribute to medical training and education.



Vision

We provide health care through leadership and excellence based on outpatient services to achieve the highest levels of satisfaction for the auditors and employees of the center.



Values

Respect - Commitment - Confidentiality - Quality - Excellence - Cooperation - Compassion and Empathy - Integrity - Integrity - Motivation and Participation.



Objectives

- Excellence in medical services by providing the best electronic services.
- Excellence in achieving quality, patient safety, and functionality.
- Excellency in support of preventive care.
- Excellence in supporting professional development and continuing medical education.



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General

These policies and procedures are concerned with organizing and determining the provision of health services at Umm Al-Qura University while ensuring patient safety and following the accreditation standards set by the Saudi Central Board for Accreditation of Healthcare institutions, with their availability and facilitation. Among these services are students, university employees, and their families eligible for treatment at the University Medical Center to preserve their time and health and contribute to not disrupting the educational process.

Application field	These policies and procedures apply to all health services and activities provided to students, university employees, and their families eligible for treatment at the University Medical Center and its branches. They include curative, preventive, awareness, training, infection control, and patient safety services.
Objective	These policies and procedures aim to define the mechanisms of health services provided to students, university employees, and their families eligible for treatment through the university medical center and its branches within the framework of the regulations and rules for medical services in the country. So services become accessible to those who deserve them, which contributes to preserving the health and time of university students and employees and the running of the educational process.
Strategic objective	It is developing health services at Umm Al-Qura University to transform into an integrated health care system that focuses on service recipients, accompanied by facilitating the procedures for receiving medical services of the highest quality and in the shortest possible time.
Programs	The university medical center and its branches provide health services to students in curative, preventive, educational, and training programs.



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Activities

1. Therapeutic services activities: registering patients, making clinic appointments, conducting medical examinations, radiographic imaging, dispensing medication at the pharmacy, physiotherapy, and referring patients to referral hospitals (Ehalati program).
2. Preventive Services Activities:
 - National vaccination campaigns within the university.
 - Early detection of some types of cancer.
 - Epidemiological investigation and reporting of infectious diseases (HESN Program).
 - Health education.
3. Education Program Activities:
 - Education during patient treatment in clinics.
 - World Health Days activities to combat common diseases.
4. Training program activities: clinical training for internship doctors and students in medical colleges.
5. Other activities: medical examination for obtaining or renewing a driver's license (Efada program), obtaining medical tests for residents and medical students for internships in hospitals, issuing medical fitness reports, sick leave reports, available medical reports, etc.


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Terms

The following words and expressions shall have the meanings assigned to them:

Country	Kingdom of Saudi Arabia
Ministry of Health	The ministry is responsible for planning and setting the implementing regulations for health services in the Kingdom and supervising the implementation of the health system and the provision of health services stipulated in state policies.
Saudi Health Council	The Minister of Health is the Head of it and works to develop the health system and its interrelationship and improve its performance. In addition, she is responsible for preparing the Kingdom's healthcare strategy.
Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI)	The official authority authorized to grant accreditation certificates to all health care facilities operating in public and private sectors in Saudi Arabia. It emerged from the Saudi Health Council as a non-profit organization. His duties are to set the standards for healthcare quality and patient safety against which all healthcare facilities are evaluated.
Saudi Food and Drug Authority (SFDA)	The authority is responsible for regulating and controlling food, drug, medical and diagnostic devices and setting mandatory standards.
Health System	It includes the rules for providing and regulating health services in the Kingdom. It was issued by Royal Decree No. M/11 dated 23/3/1423.
Health System Executive Regulations	The Minister of Health was issued Decree No. 69181/30, dated 06/15/1424 AH, which includes the administrative rules for the health system in the Kingdom.
Health Professions Practice System	It includes a set of rules and legislation regulating the work of health practitioners, and the violation of which entails legal penalties. The current regulation for practicing the profession in the Kingdom issued by Royal Decree No. M/29 dated 4/11/1429 AH.

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Code of Ethics for the Practice of the Medical Professions	It is a guide issued by the Saudi Central Board for Accreditation of Healthcare Institutions. It contains a set of directives derived from values and principles concerned with how to behave appropriately for the health practitioner when practicing the profession.
Ministry	The Ministry of Education to which the university belongs and is concerned with the logistical aspects of the university's health care system.
University	Umm AlQura University – Makkah
University Agency	Agency is supervising the University Medical Center.
Public Health	Integrated and comprehensive on the health of the individual, family, and society and the environmental, social, economic, and genetic impacts.
Healthcare	Preventive, curative, and rehabilitative services concerned the health of the individual and society at all levels.
Providing health care	We are ensuring the existence of health care without necessarily providing it or financing it directly from the state, except as stipulated in these policies.
Saudi Commission for Health Specialties	It is the authority responsible for registering and issuing the professional classification for all workers in various medical professions to work in health care in the Kingdom of Saudi Arabia. Therefore, no facility has the right to authorize any person to work in the medical staff until after obtaining the registration and classification of the authority.
health practitioner	It is the person who provides or participates in the provision of health care to the patient in the form of a diagnostic, treatment, or rehabilitative service.
University Medical Center	The health facility (and its branches) provides external health care within the university for its students and employees.
General Clinic	A clinic staffed by a general doctor /resident.

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specialist clinic	A clinic staffed by a doctor who holds a recognized postgraduate degree in one of the various branches of medicine by the Saudi Commission for Medical Specialties as a deputy/first deputy/consultant.
Eligibility for treatment	Categories are eligible for treatment at the University Medical Center.
Patient File	The file preserves all information related to the visitor's visits to the medical center with all its services, including clinic visits, laboratory tests, x-rays, dispensed medication, etc. It is either paper or electronic.
Clinics and Hospitals Information Management Software	An electronic program for managing health services information allows the exchange of information between the clinics and departments electronically, quickly, and efficiently.
Electronic Health Information System (HIS)	A system based on the electronic clinic's information management program, in which patients' files are saved with all their information in a permanent electronic form that allows reference to it at any time the doctor/patient needs it.
Online Registration	A system allows university employees to perform file opening procedures, book clinic appointments at the university medical center through the center's page on the university's website on the Internet.
Acute Diseases	Diseases that occur suddenly and usually last for a short time, such as infectious diseases or acute allergies.
Infectious Diseases	They are diseases caused by different microbes and transmitted from an infected person to another healthy person in different ways. If they spread rapidly and infect many people in a community in a short period, it is called an epidemic.
Chronic Diseases	These include diabetes, high blood pressure, heart and blood diseases, diseases of the digestive system, urinary and reproductive systems, and chronic eye diseases for which are needed treating by the patient for an extended time.

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Drug Interactions	Changes in the effect of a drug (or more) if given with another drug lead to changing some characteristics or chemical processes in the body, which may lead to the occurrence or increase in side effects.
Health Professions Ethics	Directives derived from values, principles, and Sharia means behaving appropriately for a health practitioner when practicing the profession. Therefore, they specify what the practitioner should do. Violating them requires administrative action unless they violate laws or laws.
Immunization	It is the process by which an individual's immune system becomes immune to the microorganisms that cause diseases. Immunization can be done through various techniques, helping to fight or prevent an infection.
Patient ID	The tool(s) used to identify and verify the patient's identity before obtaining the medical service.
Patient Safety	Prevent errors and harmful side effects that may accompany health care delivery.
Infection Control	It includes the policies and procedures that practitioners must follow to reduce infection transmission in health care facilities, whether for patients, auditors, or health care workers.
Ehalati Program	Ministry of Health provides an electronic program to transfer medical cases between health facilities.
Hisn Program	It is a coherent and flexible application to monitor and manage infectious diseases and epidemics in Saudi Arabia.
SEHA Platform	It is an electronic platform that serves the health sector in the Kingdom by providing electronic services approved by the Ministry of Health and aims to automate, standardize and facilitate procedures and services in all health authorities, and is often used to register sick leaves.
Standard Precautions	It is a set of infection prevention practices that all patient care workers must follow in all healthcare settings. It is the primary strategy for the prevention of healthcare-associated transmission.

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The role of the University Medical Center

The University Medical Center was established to provide students and its employees with integrated medical care through specialized outpatient clinics to provide distinguished medical services with quality and speed, a laboratory, radiology department, pharmacy, and physiotherapy. Managed by prominent medical and technical cadres, which contributes to preserving the health and time of students and university employees and ensures continuing the educational process, not because of illness or waiting for examination and treatment outside the scope of the university's services, this achieved through the following tasks (services):

1. Facilitating the procedures for registering and opening files for patients and their families who are eligible for treatment at the medical center:
 - a. Registration in the Department of Medical Coordination and Medical Records.
 - b. Registration through the university's website.
2. Facilitate booking appointments for auditors:
 - a. Appointment at same day through reception department.
 - b. Online booking: the medical center's page on the university's website.
 - c. Future appointments by doctor's order: Reception department.
3. Organizing patients' entry to clinics after taking vital signs (vital signs measurement room).
4. Providing a (priority) service for the elderly (65) and people with disabilities to facilitate procedures for obtaining health services at the center and immediate entry to clinics without the need to wait.
5. Operating general and specialized medical clinics that cover most of the chronic and common diseases in the university community, staffed by distinguished consultants and specialists.
6. Benefiting from the experiences of some faculty members from the College of Medicine in sub-clinical specialties to provide diagnostic and therapeutic consultations in clinics for visiting physicians from the College of Medicine.
7. Providing a laboratory equipped with the latest devices that provide all routine examinations and many specialized tests. A specialized doctor and laboratory specialists and technicians are employed within the integration framework of services to reach an accurate diagnosis of diseases.
8. Providing radiological imaging services, including x-rays, ultrasound, CT scans, and magnetic resonance imaging used to diagnose the disease as needed.

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9. Dispensing the medicines that the patient needs from the center's pharmacy with a full explanation of how to use them and responding to inquiries and questions.
10. Providing medication instructions for chronic disease patients, evaluating non-response to treatment, and multiple treatments and drug interactions.
11. Conducting physiotherapy sessions with the latest equipment and exercises for patients referred from the center's clinics.
12. Providing first aid for emergency medical and surgical cases and then transferring them to the nearest hospital of the Ministry of Health.
13. Refer patients whose condition calls for accurate examinations and completion of treatment or operations to referral hospitals using the electronic "Ehalati" program of the Ministry of Health.
14. Periodic examination of women for early detection of cervical cancer.
15. Activating preventive vaccination campaigns in cooperation with the Ministry of Health and presenting them on campus for university employees and students.
16. Implementation of vaccination programs directed against diseases that constitute one of the profession's risks among students and doctors of training years for medical professions colleges, such as vaccination against hepatitis B.
17. Assessing the nutritional status of patients referred from doctors' clinics and those wishing for nutritional advice and determining the appropriate diet for each patient or reviewer according to the evaluation of the pathological condition by a therapeutic nutritionist in the clinical nutrition clinic.
18. Providing a medical examination service for international students and residents contracting with the university and their families to complete the procedures for issuing residency and sending it electronically to the Passports Department through the "Efadah" program.
19. Providing a medical examination service to complete the procedures for issuing or renewing a driver's license through the Efadah program for students and university employees, and the possibility of filling out the required form electronically from the center's page on the university's website and attending the medical center to complete the examination and examinations.
20. Conducting a medical examination for new employees and faculty members.
21. Medical fitness checkup.
22. Submit sick leave reports through the (SEHA) platform for electronic health services of the Ministry of Health.
23. Issuing medical reports and notices following the governmental rules and regulations.

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24. Providing periodic awareness programs inside the center and university campuses. It coincides with World Health Days, which the World Health Organization announces, and other bodies concerned approved by the Ministry of Health to intensify awareness among students and university employees to protect them from diseases. Prevention is Better than treatment.
25. Preparing health educational films, brochures, and billboards and displaying them inside the center and in other display places inside the university campus (such as the dangers of smoking, prevention of scabies, etc.).
26. Organizing and implementing clinical training courses for internship students and doctors from medical and dental faculties.
27. Organizing and presenting periodic health educational lectures for all medical departments in the center to raise health practitioners' scientific and practical levels and learn about modern medical practices.
28. Apply infection control principles and follow quality and patient safety standards issued by the Saudi Center for Accreditation of Health Facilities.

Objectives of health care policies:

- 1- Applying the laws, regulations, and laws related to health services in the Kingdom to the health care activities provided by the university to students and affiliates to strengthen services and partnerships between the state institutions concerned with health care.
- 2- Organizing health care services provided by the university medical center and its branches to enhance the health of students and staff and save time to ensure the progress of the educational process.
- 3- Develop frameworks to facilitate procedures for implementing the activities of therapeutic services provided at the University Medical Center and its branches while adhering to the quality standards issued by the Saudi Center for Accreditation of Health Institutions.
- 4- Providing the basis for patient's safety by applying international patient safety objectives.
- 5- Supporting and developing preventive programs among students and university employees through early detection activities for some diseases and expanding vaccination campaigns against seasonal conditions.
- 6- Strengthening the role of the university medical center in raising awareness and health education for students, affiliates, and their families.

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Use of policies:

1. Users and application areas:

All workers use these policies in health care for students and university employees, each within the scope of their job and specialization. In addition, they are applied to all organizational activities of the programs and services governed by these policies within the range of health care for students and affiliates and under the supervision of the Director-General of the Medical Center represented by the Assistant Director-General for Services The medical department and the Quality and Patient Safety Department follow up on the commitment of employees to implement the policies and operational procedures associated with them.

2. Revision and Amendment:

- 2.1. Through applying the policies, any user of the policy has the right to submit his comments/suggestions to the General Director of the Medical Center, the Assistant General Director of Medical Services, or the Head of Quality and Patient Safety Department.
- 2.2. If the general manager or the head of the quality and patient safety department deems the proposal worthy of study, he will discuss it in the Quality and Patient Safety Committee to express an opinion on its content.
- 2.3. If the proposal is accepted, it will submit for approval by the university agency.
- 2.4. Policies are reviewed annually or as needed.

3. Accreditation and Publication:

- 3.1. The General Director of the University Medical Center references these policies.
- 3.2. Approved Policies by the university's vice-rector or his representative.
- 3.3. publish Policies on the University Medical Center page on the university's website.

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Title: Policy (1) Providing Health Care

General	Organizing the provision of integrated health care for students, university employees, and their families.
Field of application	Students, academics, administrators, technicians and all who are within this university.
Objective	Providing integrated health care of high quality, reasonable, and at a reasonable cost in accordance with health regulations and rules.


Policy

1. The university administration adopts the rules and procedures necessary to organize health care for students, university employees, and their families eligible for treatment at the university medical center in a fair and accessible.
2. The university provides these services to students, affiliates, and their families eligible for treatment in the university medical center through the university medical center and its branches in Makkah. In contrast, it provides them to female students and affiliates in its other departments in the governorates through public medical clinics, with activating cooperation with the sectors of the Ministry of Health available in cities, and the possibility of booking Appointments for the University Medical Center in Makkah and reviewing its clinics during official working.
3. The university works through the university medical center and its branches to provide an integrated network of health care services covering the university headquarters in Makkah Al-Mukaramah, and includes different levels of health care. Therefore, the senior management proposed the center's quality of services responsible for the university's health services.
4. The university medical center sets the necessary strategic and operational plan for the provision and development of health care.
5. The university adopts regular procedures and mechanisms to work at the university medical center as a provider of the required health care to include all students, affiliates, and their eligible families and provide it in a safe environment and by following the national and international patient safety.
 - 5.1. Medical registration and opening permanent or temporary files for the employee and his family by applying the approved treatment eligibility to ensure that health care reaches its beneficiaries and preserves the medical center's resources. (Attachment No. 1).

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- 5.2. Providing health services in a proper manner and providing a safe and healthy environment by adhering to the following:
- 5.2.1. Safety of medicines, drugs, and medical supplies in circulation and monitoring of their use.
 - 5.2.2. Awareness of the harms of drugs and intoxicants among university students.
 - 5.2.3. Attention to the cleanliness of the environment of the university medical center by following the policy of infection control in health facilities and safe handling and disposal of medical waste and sharp tools.
 - 5.2.4. Safety from the risks of exposure to radiation.
 - 5.2.5. Safety from fire hazards.
6. The university medical center determines the specializations, the number of clinics, support services, and qualifications. Then, perform the required role with a commitment to review the quality of services and propose the required development through the strategic plan of the university medical center. Finally, it is submitted to the University Vice Presidency for Guidance and Accreditation.
 7. Primary services of dental clinic are provided by dentist in our center for both therapeutic and Preventive purposes and assisted by qualified dental technicians. Possibility of transferring patients from the second level to the Hospital of the College of Dentistry Education in Abdiya following the agreement concluded.
 8. The University Vice Presidency represented by the University Medical Center is responsible for providing health care, and this requires taking all steps to ensure the right of employees to obtain essential health care services, buildings, medical supplies, and workforce with a determined budget according to the university's financial policies and procedures.
 9. The University Vice Presidency authorizes the management of the University Medical Center and its committees to assist in cooperating with government agencies concerned with providing curative and preventive health care to ensure the provision of all levels of treatment to students and employees, as well as to protect the university and Makki community from the dangers of infectious diseases, addiction and environmental pollution, including, for example:
 - 9.1. The employee has the right to be referred to a higher level of health care in Ministry of Health hospitals if his condition so requires. They follow the referral policy through the Ministry of Health's electronic program (Ehalati). (Attachment No.2).

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9.2. Follow HESN system to report and investigate the incidence of epidemic and infectious diseases in partnership with the Directorate of Health Affairs in Makkah Al Mukarramah ,provide the necessary means for immunization against these diseases, announce the method and place of taking them, and develop working guides (protocols) for how to deal and treat in the event of any epidemic disease. (Attachment No. 3).

9.3. Regulating the circulation of medicines and other vital health preparations and monitoring their use through the instructions of the Food and Drug General Authority according to the following:

- Develop a system to determine the needs of medicines, taking into account the medicine's efficiency, effectiveness, and safety.
- Develop a clear policy to regulate the dispensing, use, and storage of narcotics and controlled drugs.

10. The University Medical Center is committed to applying the rules and standards of quality and patient safety in all its services, with continuous follow-up from the Quality and Patient Safety Department at the center to ensure the application of these rules and to monitor performance. Health.
11. The management of the university medical center determines all the organizational procedures and administrative responsibilities to implement the profession's practice regulations and its executive regulations to guarantee the interest of the beneficiaries of health services and the rights of professional practitioners following the Saudi Commission for Health Specialties.
12. The University Medical Center, represented by the Public Health Department, sets an annual plan to activate and evaluate health awareness activities and their impact on health and supervise the implementation of community plans and partnerships with relevant authorities and experts in various health specialties.
13. The University Medical Center prepares and annually submits a report on health and vital statistics in its services.
14. The University Medical Center, represented by Professional Development and Continuing Medical Education Department, prepares and implements plans to provide lectures and courses to raise the efficiency of workers, increase the educational and practical attainment, and learn about modern medical practices in cooperation with the relevant authorities.
15. The patient has the right to obtain a brief medical report on his condition upon request, containing the medical history, diagnosis, and treatment. However, detailed official medical reports are only given by virtue of a letter from the competent official authority. (Attachment No. 4).

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16. The University Medical Center is responsible for diagnosing and treating chronic and common diseases within the limits of the specialties available and for following up with the chronic diseases patients, implementing the recommendations of their physicians, and providing the necessary medications for their treatment. According to a valid electronic prescription for (3) months, the treatment is given monthly, written by the treating physician. In addition, review the doctor every (3) month to reassess his health status and repeat or change the treatment as needed. (Attachment No. 5).
17. The university medical center creates an electronic medical file (temporary or permanent) for students, university employees, and their registered families on the university database. Then a medical file card is issued to them containing the file number, name, and date of birth. Each card has a barcode dedicated to it.
18. All patient information, medical visit data, clinical examination information, laboratory and radiological examinations performed on the patient are saved in an electronic file on the health information system at the clinics of the medical center and support services.
19. Each referrer at the university medical center has one medical file number, and the files remain in use until the employee's relationship with the university ends. After that, it is automatically closed by the electronic system.
20. This policy was approved by the university agency and announced on the university medical center page on the university website.

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Title: Health Care Provision Procedures for Policy (1)

Procedures

First: Procedures for regulating the provision of health care to students, university employees, and their families who are eligible for treatment at the University Medical Center and to ensure justice:

A- Procedures for opening files:

Regular files:

1. All documents indicating that the applicant is eligible for treatment approved by the university shall be attached, and shall keep the documents electronically in addition to a hard copy at the Medical Coordination and Medical Records Department.
2. University employees wishing to open medical files are informed of the eligibility for treatment in the center and the mechanism of opening the medical file:
 - 2.1. Publication on the University Medical Center page on the university's website.
 - 2.2. Displaying on screens installed in the auditors' reception area at the center's entrance beginning the academic year.
 - 2.3. Explanation and clarification in the introductory meetings at the beginning of the academic year.
 - 2.4. Direct answers to inquiries through the Medical Coordination and Medical Records Department.
3. Employee attends the university medical center and submits the form and documents necessary to open the file for him and relatives who are eligible for treatment to the Medical Coordination and Medical Records Department to extend/update a medical file from the list of electronic services on the university medical center page on the university website.
4. Attach copies of the university card / national ID or residence/family card / or residence permits for companions.
5. The Medical Coordination and Medical Records department will review the submitted form and attachments to ensure complete and that the medical file number cards are received.
6. In urgent cases that require immediate examination of the patient, the file is opened for the case after completing the data needed by the head of the medical coordination and medical records department.
7. Opening the medical file:
 - a- Enter the employee's data into the electronic health information system and withdraw his information electronically from the university's database.
 - b- Complete the process of the employee's opening file, and the employee's file number is issued.

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c- The data of family members who are eligible for treatment is entered into the health information system and linked to the employee's university number; thus, it is possible to search for medical files for all family members with the same employee number.

d- The employee prints the medical file number card for the auditor and delivers the cards to the university employee when he comes to the center.

8. The files remain in use until the employee's relationship with the university ends, and the university number becomes inactive. Then, the files are automatically closed by the electronic system.

Temporary files:

1. A temporary medical file is opened for university employees contracting with the university on temporary contracts, visiting faculty members, students of training courses, single semesters, and everyone officially associated with the university for a brief period.
2. The auditor submits an official document that appears the relationship with the university (contract or affidavit from the university authority, approval of the semester study or attendance of the training course, etc.) and fills out a medical file opening form and submits it to the medical coordination and medical records department.
3. The temporary file is opened according to the rules of the electronic system, and a medical file number card is issued.
4. The temporary file is automatically closed upon expiry of its term unless it is renewed by following the same previous procedures.
5. This mechanism does not apply to employees of private companies contracting with the university in its institutional capacity, as the company is responsible for providing health insurance services to its employees.

Procedures for temporary or final freezing of files (Attachment No. 6):

Freezing medical files at the University Medical Center in the following cases:

1. Medical files are automatically closed or frozen if the student graduates from the university and his university services have ended.
2. The medical file of affiliates and faculty members is automatically frozen if they finish their registration with the university.
3. The medical file is temporarily frozen if the owner of the medical file commits a violation, such as suspicion of the patient's identity. The Director-General sees the offense of the University Medical Center. The file will not open again until the administration studies the case not to repeat a violation.

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B- Procedures for booking appointments:

Online appointment booking:

1. Reservations for clinic appointments are made on the electronic health information system according to the appointment schedule in the clinics, and the receptionist gives the closest available appointment to the references in proportion to him.
2. When the patient attends the center for examination on the same day, he can obtain appointments in the clinics of general medicine, family medicine, children, obstetrics and gynecology, ophthalmology, surgery, internal medicine, dentistry, orthopedics, dermatology, and clinical nutrition.
 - 2.1. For Booking Appointments according to the available times and first-come-first-served, except for priority cardholders.
 - 2.2. The patient can book an appointment at any period of the same day according to the available times at clinics.
 - 2.3. Distributing Appointments in all clinics are over the working time, with an average of one patient every 10-15 minutes, about 25-30 appointments per day for each clinic.
 - 2.4. Each patient has the right to book a maximum of two clinics per day to distribute services to the most significant number of patients.
 - 2.5. Reservations are available above the scheduled number of each clinic for cases requiring seeing a doctor or coming from remote places only, after the attending physician's approval, with a maximum of 5 additional appointments per day.
3. Future appointments are used to follow up on some cases decided by the treating physician and fill out an appointment scheduling form.
 - 3.1. The attending physician regularly determines follow-up of pregnancies.
 - 3.2. Follow-up cases of chronic diseases at the attending physician's request.
4. Online booking is available for all faculty members, university employees, and their families eligible for treatment at the university medical center through simple steps after entering the list of electronic services on the university website (home page).
 - 4.1. The auditor creates an account on the reservation website using his file number and university number and repeats the same steps for each relative.
 - 4.2. Online reservations are available for all medical clinics at the University Medical Center. According to the clinic, the range of appointments is 10-15 for each clinic.
 - 4.3. The auditor can start booking an appointment after entering the system, with a maximum of two per day in two different clinics.

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C - Opinion poll and patient satisfaction measurement: (Attachment No. 7)

The auditors can fill out a patient satisfaction questionnaire form and submit suggestions to improve the level of service, which is collected and analyzed by the Quality and Patient Safety Department and presented to the Quality and Patient Safety Committee for study and plans for the necessary improvement processes.

D- Procedures for providing curative and preventive services for first-level dental diseases:

Therapeutic services:

1. Dental clinics are booked daily, at a rate of one patient every half hour, from 8:00 am to 2:00 pm.
2. For emergency cases that come to the center will book from the dental reception in (4) appointments with each doctor from 2:30 pm to 3:30 pm, with a meeting every 15 minutes.
3. Clinics are managed by dentists, dental technicians, trainee doctors who have graduated from the Faculty of Dentistry (excellent doctor) under supervision of our dentist.
4. In the initial clinical examination, the initial diagnosis is determined, and treatment is started at the center if the case is within the scope of primary health care services. Then, transfer the patient to the reference hospital after providing emergency treatment that the patient needs.
5. The dentist explains the problem and the treatment plan to the patient, documenting the diagnosis, the location and number of the affected tooth or molar, and the treatment plan in the patient's electronic file, and setting an appointment for the patient who will be fully treated in the center's clinics to complete the treatment.
6. Referral to the second and third-level hospital for treatment
 - 6.1. The referral hospital is the Teaching Dental Hospital affiliated with the College of Dentistry at Umm Al-Qura University.
 - 6.2. Cases that require conversion are surgical extractions, prosthetics, some cases of children that need it, completing nerve treatment for back teeth after the initial treatment at the center, orthodontics.
 - 6.3. Before referral, patients will inform of the treatment policy at the University Dental Teaching Hospital.
 - 6.4. The patient is provided with the necessary reports when transferred to the Teaching Dental Hospital.

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Preventive services:

1. Provides preventive advice to patients during treatment concerning maintaining dental health and cleanliness, the correct way to use the brush or toothpick to prevent cavities, and healthy foods that maintain dental health.
2. Provide children with preventive services by applying fluoride to prevent cavities.
3. Dental clinics provide awareness activities within the center by participating in international health days to promote oral and dental health in coordination with the Public Health Department.

Second: Follow-up procedures for patients with chronic conditions and disbursement of monthly treatment:

1. The patient is entered into the scope of the monthly treatment by the attending physician (deputy or consultant) after diagnosing or stabilizing the condition to determine the medications and doses he needs:
 - 1.1. After diagnosis and stabilization of the patient's condition, the attending physician determines the medications that the patient needs for treatment in appropriate doses.
 - 1.2. The attending physician writes medications for the monthly treatment for a period ranging from (30) days to (90) days, according to the patient's condition, and activates the mark of repeat treatment every (30) day in the prescription, dividing the amount. Medication automatically according to the daily dose and content of tablets/needles.
 - 1.3. The patient visits the attending physician every (3) month to re-evaluate the condition and conduct periodic examinations.
2. Dispensing medication monthly directly from the pharmacy:
 - 2.1. The patient goes monthly to the pharmacy directly to dispense the prescribed monthly treatment for (3) months without consulting the treating physician after writing the monthly treatment until the end of the entire period approved by the treating physician.
 - 2.2. The pharmacist reviews the prescription to dispense it according to the policy.
 - 2.3. The pharmacist makes sure that there is no conflict in the medicines written to the patient monthly, especially if they are from more than one clinic and any daily prescription for another review.
 - 2.4. The pharmacist meticulously explains to the patient the prescribed medications and their exact dosages, the proper method of preservation and storage for a month.
 - 2.5. The pharmacist delivers the medicines. Each medicine is packaged with a label showing the name and doses and puts them inside a plastic package to protect it from loss and weather conditions.

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3. Exchange controls:

- 3.1. The patient has the right to disbursement the treatment of the new month after (25) days from the previous disbursement unless the date of disbursement coincides with the holiday of Eid (Al-Fitr / Hajj) or weekend, in which case the disbursement before the due date to facilitate the patients.
- 3.2. A patient's relative can receive the medicine on his behalf, especially the elderly, to ease the burden on them, with proof of presentation.
- 3.3. No patient is entitled to receive treatment for more than one month, and treatment cannot give for future periods due to his presence outside the country.
- 3.4. The patient is given a monthly treatment card with written the diagnosis and treatment, and the patient attends it monthly, were written the date of dispensing the drug. The patient keeps it to know the date of the next dispensing and is used in emergency cases only if a sudden malfunction occurs in the system.

Third: Procedures to ensure the provision of all levels of treatment to university employees and protection from the dangers of infectious diseases, addiction, and environmental pollution:

A- Providing all levels of treatment:

1. University Medical Center auditors receive integrated medical care for common and chronic diseases within the available general and specialized clinics.
2. Laboratory and radiological tests diagnose the most common diseases. (Attachment No. 8-9).
3. When the patient needs to admit to the hospital for advanced internal treatment, surgeries, or deliveries, he is referred to the Ministry of Health hospitals through the Ministry of Health's electronic "Ehalati" program, with the following procedures:
 - 3.1. When a patient needs to be transferred to a Ministry of Health hospital to complete examinations or treatment, it will be through the electronic system by filling in the form for medical referrals by the physician, specifying the required specialty and the type of referral. As for life-saving cases, first aid is performed for them and arranging for transfer The patient to the nearest hospital of the Ministry of Health via the University Medical Center ambulance.

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- 3.2. Direct the patient to the medical coordination office and medical records to verify eligibility for treatment and complete the necessary attachments.
- 3.3. The referral will register in the (Ehalti) program, with the type of referral (emergency or outpatient review) specified.
- 3.4. The referral form will print in an emergency and direct the patient to go directly to the specified hospital.
- 3.5. When referring a patient to hospitals outpatient clinics in the Ministry of Health, and after registering in the (Ehalti) program, follow-up with the (Ehalti) program by specifying the hospital and the date of the review, the message will send on the mobile with the necessary information recorded.
- 3.6. After the hospitalization or treatment in the referring hospital, the patient can continue the medical follow-up in the clinics of the University Medical Center.

B - Procedures for reporting infectious diseases:

1. Recording suspected infectious disease cases in the specified reporting form.
 - 1.1. The attending physician fills in the patient's data who examined him or conducted the examination and suspected that he had one of the infectious diseases stipulated in the form.
 - 1.2. The nursing staff in the clinic or the treating doctor informs the head of the infection control department immediately of the case.
 - 1.3. The head of the infection control department reviews the recorded data for completeness and the classification of the disease to determine the time for reporting.
2. Entering the patient's data and infectious disease into the "HESN" program of the Ministry of Health to report infectious diseases. The notifications include diseases: tuberculosis, coronavirus, anthrax, plague, cholera, yellow fever, diphtheria, measles, rubella, mumps, cough Whooping, polio, suspected paralysis such as meningitis, encephalitis, viral hemorrhagic fevers (dengue fever, rift valley fever, Ebola, Lassa fever), avian influenza, rabies, and any other disease that appears in the form of an epidemic.

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Fourth: Procedures for safely providing services and providing a safe and healthy environment:

A- Procedures for the safety of medicines, drugs, and medical supplies in circulation and for monitoring their use:

1. Pharmacy Security Measures Procedures:

- 1.1. All pharmacy employees must visibly wear the work card.
- 1.2. All other university medical center employees (doctors, nurses, technicians, administrators) are considered unauthorized persons to enter the pharmacy. They should not be allowed to do so unless their presence is related to work.
- 1.3. Only the pharmacy's employees are permitted to present in pharmacy and persons allowed to them from the head of the pharmacy care department and for work-related necessity only. Their presence must be far from the areas where medicines are stored or dispensed.
- 1.4. Pharmacy doors and windows must be closed outside working hours.
- 1.5. The University Safety Department provides fire extinguishers and evacuation plans.
- 1.6. In the event of an accident that threatens the security of the pharmacy, the following steps must be taken:
 - 1.6.1. Shall notify the Head of Pharmaceutical Care, the Assistant Director of Medical Services, or the General Director of the University Medical Center immediately according to the administrative hierarchy.
 - 1.6.2. The investigation will immediately open to ascertain the level of security and necessary measures to secure the area.
 - 1.6.3. Must document the procedures with an accident report (Attachment No. 10).
 - 1.6.4. Determines the causes of the accident and the necessary measures to ensure that it does not happen again by following the accident and serious events policy.
 - 1.6.5. Failure to comply with this policy exposes violators to accountability and penalties.

2. Procedures for verifying the validity of medicines and dealing with expired medications:

- 2.1. The pharmacist/pharmacy technician dispensing the medication should check the drug's expiration date and expiration date.
- 2.2. Can't dispense any medication that does not have an expiration date.
- 2.3. The pharmacy must keep the medicines that will expire within (30) days on the shelf designated for the medications whose expiry date is about to expire.
- 2.4. Regular monthly inventories are conducted in the central pharmacy by the pharmacists and technicians under the head of pharmacy care and a monthly stock of medicines in the treatment room by the Nursing Services Department.

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- 2.5. In the event of an expired drug, the pharmacist/pharmacy technician must inform the head of pharmacy care to communicate with the head/assistant head of the medical supply department. Then, fills out the special form, disposes of the expired drugs in a yellow bag (dangerous medical waste), and write the name of the drug and the expiry date on the bag. Validity and quantity.
- 2.6. The cleaner collects the yellow bags and puts them in the hazardous medical waste container in the waste collection room. The company is responsible for the safe disposal of medical waste handles and disposes of them according to national standards.

3. Measures to reduce medication errors:

3.1. Doctors' role:

- 3.1.1. The attending physician should select the appropriate treatment for the patient through the electronic prescription that includes the drug name, dosage form, dosage, drug concentration, method, and frequency.
- 3.1.2. Confirm the patient's pharmacological history and sensitivity to compounds, or similar medicines, or the use of other medications with which there may be an interaction or conflict.
- 3.1.3. Review the patient's file and the prescribed medications from previous periods from other clinics.
- 3.1.4. A monthly amount of medication is not given to the patient for the first time. It must dispense a specific amount for one or two weeks at most, and then the patient is followed up to ensure the medical effect and the absence of side effects.
- 3.1.5. Explain to the patient the drug's method and the possible side effects that may arise; make sure that he understands the explanation well and alerts him to attend immediately for review if severe or severe symptoms appear.
- 3.1.6. Should not use unintelligible instructions or symbols.
- 3.1.7. Should not use abbreviations or commercial drug names.
- 3.1.8. Minimize telephone or verbal commands, and ensure writing all instructions in the electronic prescription.
- 3.1.9. Document drug allergies in the electronic patient file.
- 3.1.10. Follow-up patients periodically when using drugs with a limited therapeutic range.

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3.2. The role of the pharmacy staff:

- 3.2.1. Verify the patient's medical file number before dispensing the medication.
- 3.2.2. Check the prescriptions on the electronic system to ensure the accuracy of the doses and the absence of conflict or overlap between the medicines written by one or more clinics.
- 3.2.3. Suppose the pharmacist or the pharmacy technician suspects a conflict or overlap in the medications. In that case, he must contact the treating physician to investigate the conflict and change the doses or switch the medication.
- 3.2.4. Label the medication instructions clearly on the medication package.
- 3.2.5. Provide a full explanation to the patient about the method of using the drug, its timing, its relationship to other medications and eating foods, and the possibility of dividing or crushing and dissolving pills.
- 3.2.6. Increase awareness among pharmacy workers about medicines with similar shapes and names.
- 3.2.7. Putting red labels on high-risk medicines needs extra care when dispensing them with a special prescription from the treating physician and keeping a copy of them in the pharmacy's files. (Attachment No. 11).
- 3.2.8. Ensure proper storage of medicines and review expiry dates periodically.

3.3. Nursing roles in the treatment room:

- 3.3.1. Confirm the file number and patient ID.
- 3.3.2. Check with the physician if the nurse suspects unfamiliar with the written dosage.
- 3.3.3. Document any medications are given electronically or on paper.
- 3.3.4. Follow infection control instructions in all steps of preparing and administering intravenous or intramuscular medications.
- 3.3.5. Ask the patient about allergies to the drug or something similar or combination foods with the drug in one of the ingredients (egg allergy with some vaccinations in children).
- 3.3.6. Should not use any product not labeled with its contents and necessary information.

3.4. When a medication error is detected, the following steps are taken: (Attachment No. 12)

- 3.4.1. Any health practitioner who discovers a medication error (doctor, pharmacist, or nurse) should attempt to prevent or correct the mistake immediately and write a medication error report directly after that.
- 3.4.2. The attending physician must fill in the area designated for a medication error report.

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- 3.4.3. The pharmacist checks and determines whether the medication error has harmful effects if the patient takes it. Then must contact the patient to take urgent measures to stop the potential impact through the head of pharmacy care.
- 3.4.4. Reports of medication errors are discussed in the Quality and Patient Safety Committee every month. The necessary corrective measures are taken, such as training doctors and pharmacy workers, modifying the order of medications, changing the powers of writing some medicines, and adopting integrated and up-to-date information on conflict problems The variance between medications.
- 3.4.5. In cases of serious medication errors, they are dealt with the same policy as serious errors, including forming a committee to investigate the root causes and develop solutions.

B- The procedures for taking care of the cleanliness of the environment of the university medical center and the safe handling of medical waste and sharp tools:

1. Cleanliness of the environment of the center: (Attachment No. 13)

1.1. General precautions:

- 1.1.1. Must wash hands thoroughly before and after work begins.
- 1.1.2. Wear the protective clothing stipulated in the standard precautions, if necessary.
- 1.1.3. Use appropriate disinfectants in the cleaning process, taking into account the manufacturer's hygiene instructions and checking the cleaning solution's validity.
- 1.1.4. Wipe surfaces from top to bottom, inside out.

1.2. Care and cleaning of toiletries:

- 1.2.1. Keep cleaning tools dry and stored in a well-ventilated place.
- 1.2.2. Tools are cleaned and disinfected after each use.

1.3. Floor cleaning:

- 1.3.1. Clean by hot water and detergent is using a "double bucket".
- 1.3.2. Should change the water after cleaning any area of 40 square meters.
- 1.3.3. Leave the surface to air dry.

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1.4. Determining the re-cleaning rate:

1.4.1. Daily duties:

- Cleaning the floors and corridors of the University Medical Center.
- Emptying, washing, and re-lining waste bins.
- Clean hand basins, faucets, and mirrors.
- Pack all tissue boxes, toilet paper, and soap daily and when needed.

1.4.2. Weekly duties:

- Cleaning all elevators inside and out.
- Clean high surfaces in corridors and office areas, including picture frames, cupboards, door frames, high ledges, and curtains.
- Remove dust from curtains and change them if necessary.

1.4.3. Monthly duties:

- Change the bed curtains for patients, if necessary.
- Wipe and clean the walls in all patient examination rooms.
- Cleaning interior and exterior windows.

1.5. Hygiene levels for the different areas of the University Medical Center:

1.5.1. Low-risk areas in the University Medical Center: once daily and as often as needed.

1.5.2. Medium-risk areas: at least three times a day and whenever necessary, such as cleaning the clinic when needed for immediate disposal of organic matter.

1.5.3. Washing toilets regularly before work and then every hour throughout the official working period.

1.6. Immediate cleaning in the event of any contamination or spillage of body fluids: (Attachment No. 14)

1.6.1. Wear heavy-duty gloves.

1.6.2. Wipe the amount of liquid with a piece of cloth and then use another piece saturated with the disinfectant solution.

1.6.3. When dealing with a large liquid spill:

- a. Apply a large, dry, single-use cloth to absorb or saturate the liquid.
- b. Dispose of the fabric in the appropriate bag.

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- c. Pour a concentrated disinfectant solution for (10) minutes on the area.
 - d. Wipe the traces again, and dispose of the materials used to treat the spill in the appropriate container.
- 1.6.4. When dealing with a blood spill with broken glass:
- a. Lay a disposable cloth over the spill.
 - b. Pour a concentrated disinfectant solution for 10 minutes.
 - c. Pick up broken glass with tweezers, not by hand, and dispose of them in a special container.
 - d. Lift the cloth saturated with blood or liquid and disposed of it in a special bag according to the instructions.
 - e. Wipe the traces again with a cloth saturated with concentrated chlorine.
- 2. Procedures for safe handling of medical waste:**
- 2.1. Dumping and transporting infectious, hazardous medical waste:**
- 2.1.1. Infectious hazardous waste is dumped into foot-controlled containers containing yellow bags and such containers must be available in every clinic and facility in the center.
 - 2.1.2. Containers should not be more than three-quarters full so that they can be easily closed.
 - 2.1.3. Medical waste is collected from its sources and transported by cleaners. Workers wear gloves and a face mask when dealing with waste. The bag is tied with a special plastic strap for three-quarters of the capacity and transferred to the center's hazardous waste room.
 - 2.1.4. Do not mix hazardous medical waste with general waste in the same container.
- 2.2. Throw and transport sharp hazardous medical waste according to the procedures for handling dangerous (sharp) medical equipment.**
- 2.3. Collect medical waste in the designated storage site at the center:**
- 2.3.1. The storage location shall be appropriate so that it does not cause any pollution or harm to the worker's health in the center.
 - 2.3.2. The medical waste room should be well ventilated to prevent microbes, sealed and marked with the hazardous bio-waste logo.
 - 2.3.3. The infection control team must collect hazardous medical waste inside the center in the room designated for it and ensure that all medical waste bags are tightly closed.

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2.4. Non-medical waste (general):

- 2.4.1. These wastes will throw into the general waste containers containing the bags. They must be available in every clinic in the center as well as in the corridors and other service places.
- 2.4.2. Waste is collected by cleaners in black bags and dumped in the garbage collection area outside the University Medical Center.

2.5. Train and educate workers and cleaners at the University Medical Center in the correct way to deal with waste and safely dispose of waste according to the approved specifications.

3. Sharps handling and disposal procedures:

3.1. Providing the necessary safety means to implement the preventive precautions:

- 3.1.1. The company responsible for the disposal of hazardous materials provides the containers for acutely hazardous materials.
- 3.1.2. Place a sufficient number of yellow containers in places that deal with sharps (dressing and treatment room, dental clinics, laboratory, surgery clinic, blood drawing room, pediatric clinic, pharmacy).
- 3.1.3. Keep sharps containers out of patients' reach and at or below eye level.
- 3.1.4. Putting special labels for the safe disposal of sharps in all health care facilities at the University Medical Center.

3.2. Health personnel should follow the following instructions before, during, and after using sharps:

- 3.2.1. Take the necessary standard precautions before using sharps.
- 3.2.2. Open the sharpener cap away from the sharp part as indicated on the cap.
- 3.2.3. When finished using single-use sharps, they are tossed into the yellow container, placed the multi-use tools in the container designated, and sent for re-sterilization.
- 3.2.4. Dispose of personal protective equipment immediately after complete disposal of the sharps.
- 3.2.5. Avoid re-covering, bending, cutting, or breaking needles.
- 3.2.6. Do not fill sharps containers more than three-quarters of their capacity to avoid the risk of injury when another sharp object is inserted, and do not open the container to transfer tools to another container.

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3.3. Safe disposal of sharps:

When the sharps container is three-quarters full, it is transferred directly to the room designated for hazardous waste, taking into account that the hygiene worker wears personal protective equipment during transportation and then disposes of it immediately after transport.

4. Proper handling of accidents caused by acupuncture (Attachment No. 15)

5. Training and educating workers on the correct way to deal with sharp tools and how dangerous they are in how to dispose of them safely:

- 5.1. Preparing training courses for center staff and safely using and disposing of sharp tools.
- 5.2. Distributing brief pamphlets to workers in the health care provision places in the center.
- 5.3. Continuous follow-up to the implementation of the policy in the various health care places through random traffic.

C - Safety measures against the risks of radiation exposure:

The Radiology Department is working to implement the radiological protection provisions received from the Food and Drug Authority and adherence to radiation doses according to the National Reference for Diagnostic Radiology Protection standards and protect against radiation exposure.

1. Patient protection measures:

- 1.1. Asking female patients about the possibility of pregnancy to prevent them from doing the radiological examination or being with anyone in the x-ray room.
- 1.2. Use a radiation shield to prevent radiation from reaching the genitals.
- 1.3. Use a ray protector for children to prevent rays from reaching sensitive areas.
- 1.4. Give the lowest possible dose of radiation and meet the need

2. Procedures for the prevention of workers in the radiology department:

- 2.1. Radiology personnel should wear radiation shields to reduce exposure levels.
- 2.2. Workers must wear a radiation exposure meter (badge film).
- 2.3. The radiation exposure measuring devices (badge film) are re-read every (3) months, and an increase in exposure to a worker in the radiology department is reported and the necessary action is taken in this regard by staying away from work and conducting laboratory tests to ensure that he is not affected by that.

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3. General preventive measures for all persons inside and outside the radiology department:

- 3.1. Must cover all walls surrounding the radiology department with sheets of lead, the thickness of at least (2) mm.
- 3.2. It is taken into account that the waiting areas for patients and visitors are far enough away from the field of radiology equipment.

4. Safety procedures for MRI scan:

- 4.1. Prevent any patient with arrhythmia using an electrical pacemaker implanted in his heart, undergone brain operations using any metallic threads or clips from being subjected to an MRI scan.
- 4.2. Alert patients to remove any metallic magnetic tools before approaching the MRI room, such as watches, necklaces, glasses, magnetic cards, and others.

5. Fire Safety Procedures (Attachment No. 16):

- 5.1. Activate the nearest fire alarm call point.
- 5.2. Direct auditors and workers to leave the building at the nearest available exit.
- 5.3. Inform the person in charge of the assembly point.
- 5.4. Warning not to use the elevator and take risks.

Fifth: Procedures for activating health awareness activities and following up on their impact on changing health behavior:

The University Medical Center provides health awareness and education to its auditors and employees in different places on the university campus through an annual plan prepared by the Public Health Department at the University Medical Center, as follows:

Procedures for holding an educational event at the university medical center and following up on its results

1. At the beginning of the year, the Department of Public Health determines the main activities that it will present inside the university medical center and the university campus throughout the year by selecting the most important global health days that the World Health Organization announces.
2. The event will be announced to all health practitioners at the University Medical Center by the Public Health Department to participate in it three months before its scheduled date.

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Title: Health Care Provision Procedures for Policy (1)

3. The health practitioner fills out an application form to participate in an event and submits it to the Public Health Department within a maximum period of two months from the date of the event. (Attachment No. 17)
4. The Department of Public Health determines the event's topics and the scientific content with the participants.
5. The Department of Public Health shall designate an official from among the participants to coordinate the event.
6. Participants are identified and distributed into groups to facilitate the simple action plan.
7. implementation person responsible for executing the event shall submit a detailed report of the possibility that includes: the objectives of the event - the place - the date - the time - the event logo - the names of the participants - the method of presenting the event (models - stands - modern technical means).
8. The scientific material submits after review by one of the university medical center doctors specializing in the same subject.
9. The event is announced through the screens distributed inside the university medical center building and on the university medical center page on the university's website.
10. Making a final post-event report that includes the pros and cons and suggestions for developing the event and having pictures of the pillars of the event.
11. Make statistics for the event, including the number of hours - the number of visitors - the number of corners - internal and external participation and handing it over to the Public Health Department.

Sixth: Procedures for preparing and collecting statistical data at the Center and using it for improvement and development:

1. All annual statistical data for clinics and support services prepared from the data recorded on the clinics' electronic operating program will refer to the Public Health Department.
2. The Public Health Department collects and analyzes all incoming data and then dumps them into special forms as follows:
 - 2.1. Annual statistical form for the Ministry of Health.
 - 2.2. An annual statistical form for the University's Planning and Budgeting Department.
 - 2.3. A statistical form for the annual report submitted to the university agency.
3. Submit forms by the General Director of the University Medical Center after monitoring, analyzing, and unloading all data.

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Title: Health Care Provision Procedures for Policy (1)

4. Statistics are used to determine the annual. Monthly operational rate of the university medical center, the clinics frequented by large numbers of patients, the actual consumption of medicines and laboratory tests, monthly and yearly rays to be submitted to the previous concerned authorities, and to help determine the needs of the university medical center in terms of staffing, as well as equipment and medical drugs, with reliance on them in the process of strategic planning and prioritization.

Seventh: Procedures for implementing continuing education activities for health personnel and support services within the center:

1. Procedures for requesting attendance at a medical conference for employees of the University Medical Center (Attachment No. 18):

- 1.1. The health practitioner fills out an application form to attend a medical conference, specifying the conference title, place of residence, and the date of its holding, two weeks before the conference date.
- 1.2. Present the form to the supervisor for opinion and immediate approval.
- 1.3. In the event of approval of the direct manager, shall deliver the form to the Secretariat of the Professional Development and Continuing Medical Education Committee, attached with a copy of the conference's announcement
- 1.4. The form is submitted to the center's management to complete the necessary procedures.

2. Procedures for presenting a lecture or a workshop at the University Medical Center:

- 2.1. The title of the required scientific material (lecture or workshop) and the target group are specified.
- 2.2. Determine the appropriate day and time for submitting the scientific article.
- 2.3. Coordination with the medical services regarding the discharge of health practitioners without prejudice to the conduct of medical services provided to the auditors.

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Title: Policy (2) Practices of the medical professions

General	Setting general and specific rules for the practice of health professions within the medical center and its branches in a framework that is consistent with Islamic Sharia, the system of practicing the profession in the Kingdom, and the Code of Ethics.
Field of application	All health practitioners.
Objective	<ul style="list-style-type: none"> ▪ All health practitioners have good morals in their dealings with patients, their colleagues, and the community. ▪ The health practitioner maintains the rights and secrets of patients and is committed to good treatment, honesty, concern for the patient's health and life, and performing the required steps for that.

Policy

1. It is prohibited to practice any health profession, except after obtaining a license from the Saudi Commission for Health Specialties.
2. To obtain a license to practice health professions, shall require the following:
 - 2.1. Obtaining the qualification required for the profession from any medical college, pharmacy, applied medical sciences, health college or health institute, or a certificate from abroad or other qualifications necessary to practice health professions recognized by the authority.
 - 2.2. He must have completed the compulsory training period prescribed for the profession and have healthy fitness.
 - 2.3. Register with the Saudi Commission for Health Specialties, according to the registration requirements it sets.
 - 2.4. He must not have been previously convicted of a crime involving moral turpitude or dishonesty unless rehabilitated.
3. The duration of the license to practice health professions shall follow what is determined by the executive regulations of this system. It is not permissible for anyone who has stopped practicing the job for two consecutive years - for purposes other than study and training in the field of the work - to return to practicing it except after renewing the license.
4. Contracting physicians, their registration and licensing procedures are carried out following the rules specified by the Saudi Commission for Health Specialties.
5. General Duties of the Health Practitioner:
 - 5.1. The health practitioner shall practice his profession to benefit the individual and society within the scope of respect for the human right to life, safety, and dignity, considering the customs and traditions prevailing in the Kingdom, avoiding exploitation in his work.

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Title: Policy (2) Practices of the medical professions

- 5.2. The health practitioner is obligated to assist the competent authorities in performing their duty towards protecting public health and warding off the dangers that threaten it in peace and war.
- 5.3. The health practitioner should develop his information and follow up on scientific developments and recent discoveries in his field of specialization. Health facility administrations should facilitate his attendance at seminars and courses following the regulations set by the authority.
- 5.4. The health practitioner shall not practice methods of diagnosis and treatment that are not scientifically recognized or prohibited in the Kingdom.
- 5.5. A health practitioner who witnesses or knows that a sick or wounded person is in a critical condition shall provide all possible assistance or ensure that he receives the necessary care.
- 5.6. Medical work should always aim at the patient's interest, and the health practitioner should do his best for each patient.
- 5.7. A health practitioner may not, except in cases of necessity, perform work that exceeds his competence or capabilities.
- 5.8. It is prohibited for a health practitioner to advertise himself directly or through mediation in cases other than those specified in the executive regulations.
- 5.9. The health practitioner is prohibited from registering on cards, prescriptions, or advertisements scientific specialties he did not obtain following the rules regulating them.
- 5.10. The health practitioner must -inform the relevant security and health authorities as soon as he sees a patient suspected of being infected with a criminal or contagious disease
- 5.11. Must report fast and follow the procedures are notified to the Preventive Medicine Department at the Ministry of Health regarding the diseases by the instructions and classification of
- 5.12. A health practitioner may not practice more than one health profession or any other profession whose practice is incompatible with health professions. Prohibit from requesting, accepting, or taking a commission or reward, obtaining any benefit in return for promotion, or the obligation to prescribe medicines or devices, Or directing patients to a specific pharmacy, hospital, laboratory, or the like.
- 5.13. It is not permissible for a health practitioner - in cases other than an emergency - to conduct examinations or treatment, for free or for free, in pharmacies or places not designated for this.

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Title: Policy (2) Practices of the medical professions

5.14. Prohibit the university health care institutions (the university medical center and its branches and the clinics of the university branches outside the city of Makkah) the following:

- 5.14.1. Employing unlicensed health professionals or providing assistance to anyone who practices a health profession illegally.
- 5.14.2. As per the Ministry of Health instructions, don't keep medicines and vaccines outside the workplace and pharmaceutical establishments.
- 5.14.3. Selling medicines to patients - except for selling them in authorized pharmaceutical establishments - or selling medical samples at all.
- 5.14.4. Facilitate the patient's access to any advantage or benefit, material or moral, that is illegitimate.
- 5.14.5. Accommodating patients in places other than those designated for this, except as required by emergency or emergency cases.
- 5.14.6. Detection or treatment devices that prohibit use in the Kingdom.

6. Duties of the health practitioner towards patients:

- 6.1. The health practitioner must carry out the diagnosis with the necessary care, with specialists or assistants, and provide the patient with the reports he requests on his health condition, accounting for accuracy and objectivity.
- 6.2. In cases other than severe or urgent cases, the health practitioner may apologize for treating a patient for acceptable professional or personal reasons.
- 6.3. Suppose it is necessary to consult another health practitioner. In this case, the treating health practitioner must alert the patient or his family and must also agree to seek the assistance of another health practitioner if the patient or his relatives so request. The health practitioner may suggest the health practitioner's name who deems it appropriate to seek assistance. If the treating health practitioner decides that there is no need to consult another health practitioner, or if he disagrees with him in opinion when consulting him, he has the right to apologize for continuing the treatment without his obligation to provide reasons for his apology.
- 6.4. The health practitioner is obligated to alert the patient or his family to the necessity of following the instructions he specifies for them and warn them of the severe consequences that may result from not observing them after explaining the therapeutic or surgical situation and its effects.

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Title: Policy (2) Practices of the medical professions

- 6.5. In the case of incurable diseases or that threaten the patient's life with danger, the doctor may decide, according to what his conscience dictates, the appropriateness of informing the patient or relatives of the disease facts unless the patient prohibits from doing so or appointed persons to whom the notification is limited.
- 6.6. Should carry no medical work out for a patient without his consent or with his representative or guardian's permission. As an exception to this, the health practitioner must - in cases of accidents, emergencies, or critical illness cases that require immediate medical intervention to save a patient's life, rescue organs of his body, or avoid serious harm resulting from delaying the intervention the inability. Conducting the guardian on-time - performing medical work without waiting for such approval, and may the life of a terminally ill patient be ended from medical recovery, even if the patient's request or his relatives.
- 6.7. The health practitioner must keep the secrets that he learned through his profession and may not disclose them except in the following cases:
- a- If intended is disclosure:
- Reporting a case of death resulting from a criminal accident or preventing the commission of a crime. In this case, the disclosure will be only to competent official authority.
 - Reporting an infectious or contagious disease.
 - Pushing the practitioner to accuse the patient or his relatives of his sufficiency or how he practices his profession.
- b- If the person who has the secret agreed in writing to disclose it, or if the disclosure to the patient's family is beneficial to his treatment.
- c- If an order is issued to him by a judicial authority.
- 6.8. It is forbidden for a doctor to abort a pregnant woman unless necessary to save her life. However, abortion is permissible if the pregnancy is not more than four months old, and it is proven with certainty that its continuation threatens the mother's health with serious harm. Confirm this matter by a medical committee decision following the administrative regulation's terms and conditions of this system.
- 6.9. The pharmacist is prohibited from:
- 6.9.1. To dispense any medicine without a doctor-licensed prescription in the Kingdom, except for medications specified by the Ministry.

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Title: Policy (2) Practices of the medical professions

6.9.2. Violating the content of the prescription without the approval of the doctor who approved it. The pharmacist may dispense similar alternatives in the composition without referring to the doctor after obtaining the patient's consent, except medicines specified by the Ministry.

6.9.3. Repeated dispensing of the medical prescription, unless the medication stipulates that, except medicines specified by the Ministry.

6.9.4. Dispensing the drug if he suspects that the prescription is wrong, he must seek clarification from the doctor who approved it.

6.10. A pharmacy technician may not dispense a prescription except under the supervision of a licensed pharmacist.

7. Fellowship duties:

7.1. Must be cooperation and mutual trust in the relationship between the health practitioner and other health practitioners.

7.2. A health practitioner is prohibited from maliciously attacking his colleague, detracting from his scientific or moral standing, repeating offend and not permitted rumors from attempting to attract patients treated by his colleague or those who work with him or dismiss them directly or indirectly.

7.3. The health practitioner who replaces a colleague in treating his patients - must refrain from taking advantage of this situation for his benefit and refrain from everything that harms him in the exercise of his profession.

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Title: Procedures of Practices of the medical professions for Policy (2)

Procedures

Procedures to ensure that health personnel in the university medical center adhere to the rules and code of ethics for the practices of medical professions in the Kingdom of Saudi Arabia:

1. No health practitioner can practice the profession unless he submits a valid registration document with the Saudi Commission for Medical Specialties, documenting the job grade and the classified certificate.
2. Including copies of the health practitioner's certificates approved by the official authorities and indicates validation report (Data Flow), registration and license, sing card in the health practitioner's file kept at the center's administration.
3. The medical services in the university medical center will inform health practitioners at the start of service that they are fully responsible for following up on all the regulations and work rules of the health practitioner and professional ethics issued by the medical authorities and councils regulating employment in the health field. Shall follow up the services with all updates, renewals, or new releases issued in this regard.
4. The health practitioner must read and comprehend all the documents issued and related to the above and available on the websites of the bodies and councils concerned with the health system in the Kingdom, their application, and total commitment to them during their work at the university medical center.
5. The medical center's management shall provide the appropriate environment compatible with the rules of Islamic Sharia, ethics, and good societal customs in all places of service provision in the center. The health practitioner shall abide by the optimal use of the available environment.
6. The direct head of the health practitioner, each in his field of specialization, undertakes the task of ensuring the application of rules and ethics and solving any problems that obstruct the optimal application and appropriate guidance in the event of errors.
7. Patient complaints issued regarding application rules violations of the practice and ethics are submitted in writing to the Director-General or his official representative and dealt with according to the specified mechanism by the university administration to ensure verification of the validity of the facts or not.
8. Prove complaints validity after the university medical center administration is verified and submitted by the applicable methods as confidential documents to the university vice-rector.



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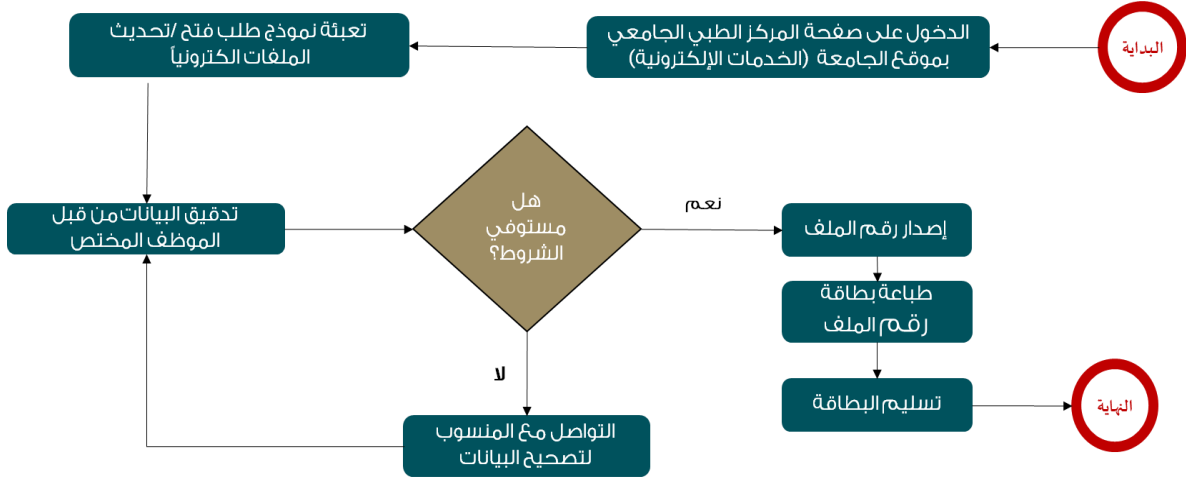
01/01/2022

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Title: Attachments

Attachment No. (1) Flow Chart / Medical File Opening Form.



نموذج طلب فتح ملف طبي لأعضاء هيئة التدريس والموظفين.

الاسم *
الاسم

رقم المنسوب *
رقم المنسوب

رقم الهوية *
رقم الهوية

الجنسية *
الجنسية

تاريخ الميلاد *
تاريخ الميلاد

البريد الإلكتروني
البريد الإلكتروني

إرفاق صورة من الهوية الوطنية
(اختياري) لم يتم اختيار أي ملف.

فتح ملف طبي للمرافقين

الاسم
الاسم

صحة القرابة
صحة القرابة

تاريخ الميلاد
تاريخ الميلاد

إرفاق سجل الأسرة للسعوديين/ الإقامة للمقيمين
(اختياري) لم يتم اختيار أي ملف.

2 المرافق

الاسم
الاسم

صحة القرابة
صحة القرابة

تاريخ الميلاد
تاريخ الميلاد

إرفاق سجل الأسرة للسعوديين/ الإقامة للمقيمين
(اختياري) لم يتم اختيار أي ملف.

إرسال حفظ كمسودة



Kingdom of Saudi Arabia
Ministry of Education
Umm Al Qura University
University Medical Center

Effective Date

01/01/2017

Last Review Date

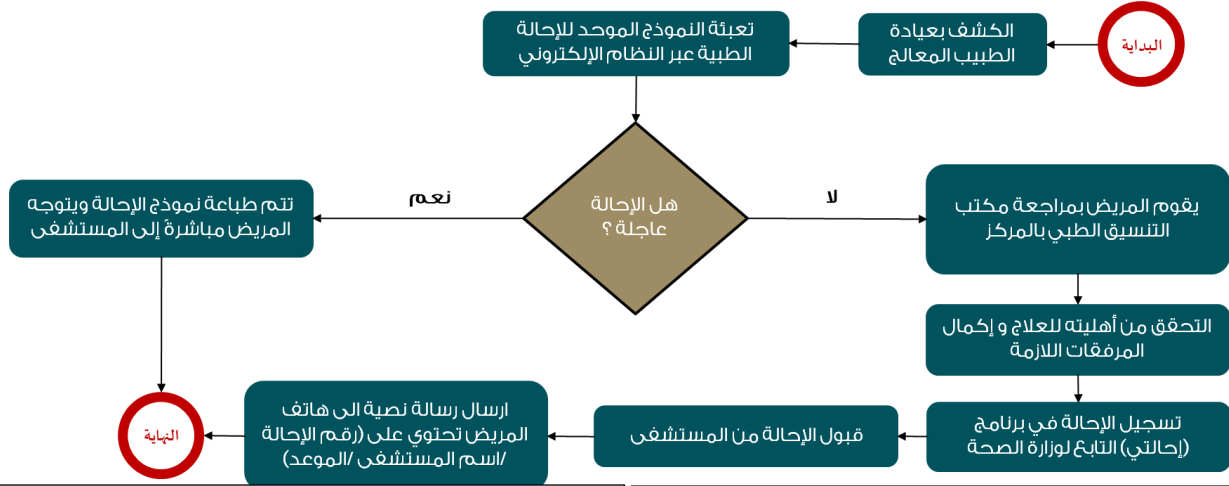
01/01/2022

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Title: Attachments

Attachment No. (2) Flowchart / Standard Form for Medical Referrals.



Clinical Information		المعلومات الطبية		Patient Name :	Age :	File No.
History						
<input type="radio"/> STEMI <input type="radio"/> NSTEMI <input type="radio"/> Unstable Angina <input type="radio"/> Angina <input type="radio"/> Valvular <input type="radio"/> Arrhythmia <input type="radio"/> Congenital <input type="radio"/> Thrombolytics <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Cardiac Arrest <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> CPR <input type="radio"/> Min. Renal failure: <input type="text"/> Hemodialysis: <input type="text"/> Dementia/Delirium: <input type="text"/> CVA/TIA: <input type="text"/> Bleeding/Anemia: <input type="text"/>						
Course in Hospital / Past History						
Examination						
Vital Signs						
Investigations (General)						
Investigations (For Cardiac)						
Radiology						
Diagnosis						
Treatment						
Reason for Referral						

The printed form sent by Ehalati or any other official channel is official certified. No signature is required.
النموذج المطبوع المرسل بواسطة إحالاتي أو أي قناة رسمية أخرى بعد معتمداً رسمياً ولا يحتاج إلى توقيع.

Page 2 of 2

This form designed by MCED at King Abdulaziz Hospital in Makkah (0570005115). Certified by Eligibility & Medical Coordinator Management in Makkah Healthcare Cluster (0539003457).

General Referral Form		النموذج الموحد للإحالات الطبية	
Day	Date	Time	
From	Umm Alqura University Medical Center	To	
Doctor Name		Required Specialty	
Specialty		Subspecialty	
Mobile No.		Notes	
Patient Information			
Patient Name		File No.	
Ward		Age	
Nationality		ID No.	
Type of Referral	Life/Organ Saving	Urgent	Inpatient
Patient Condition	Required Bed Type	Notes	
1	Infectious Diseases	Suspected Infection?	Sample Result
2			
3			
4			
5			
Name of the doctor has been discussed with			
1		Via:	Hotline 1937
2		Via:	Hotline 1937

The printed form sent by Ehalati or any other official channel is official certified. No signature is required.
النموذج المطبوع المرسل بواسطة إحالاتي أو أي قناة رسمية أخرى بعد معتمداً رسمياً ولا يحتاج إلى توقيع.

Page 1 of 2

This form designed by MCED at King Abdulaziz Hospital in Makkah (0570005115). Certified by Eligibility & Medical Coordinator Management in Makkah Healthcare Cluster (0539003457).

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Title: Attachments

Attachment No. (3) Communicable Diseases Reporting Form.



رؤية 2030
VISION 2030
KINGDOM OF SAUDI ARABIA

المملكة العربية السعودية
وزارة التعليم
جامعة أم القرى
المركز الطبي الجامعي



UQU

" بلاغ للأمراض المعدية "

PATIENT NAME:	اسم المريض:
ID NUMBER:	رقم الهوية:
FILE NUMBER:	رقم الملف:
SEX: <input type="checkbox"/> Male <input type="checkbox"/> Female	الجنس: <input type="checkbox"/> ذكر <input type="checkbox"/> أنثى
NATIONALITY:	الجنسية:
DATE OF BIRTH:	تاريخ الميلاد:
ADDRESS:	عنوان السكن:
MOBILE NUMBER:	رقم الجوال:
DIAGNOSIS:	
التشخيص:	
RECOMMENDATION: <input type="checkbox"/> Medication <input type="checkbox"/> Referral <input type="checkbox"/> صرف علاج <input type="checkbox"/> تحويل إلى مستشفى <input type="checkbox"/> الإجراء المتخذ:	

الطبيب المعالج

الاسم:

التوقيع:

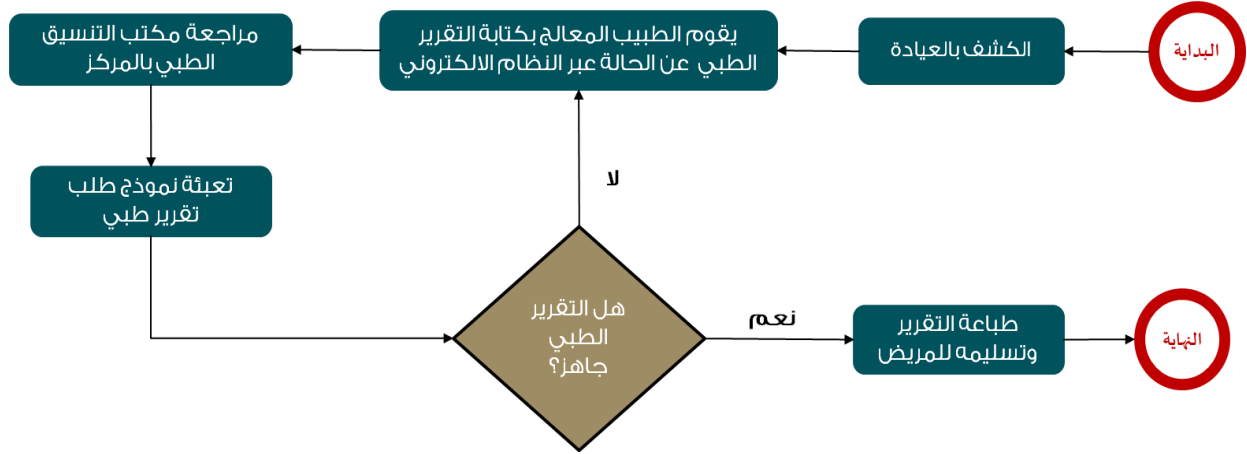
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الوقت:

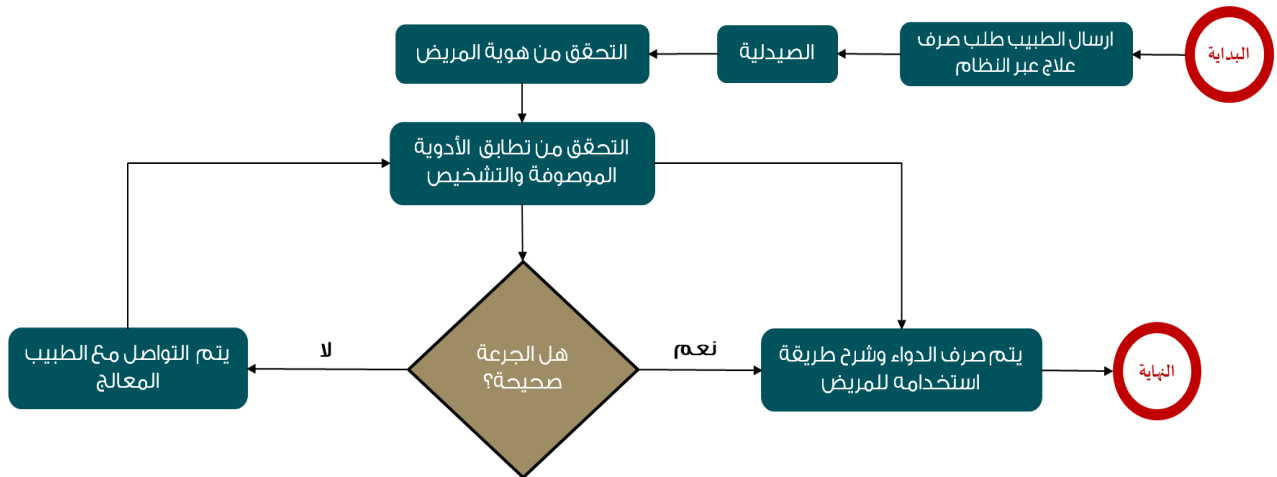


Title: Attachments

Attachment No. (4) Flowchart of obtaining a medical report process at the UMC



Attachment No. (5) Flow chart of the drug dispensing process at the UMC





Kingdom of Saudi Arabia
Ministry of Education
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Effective Date

01/01/2017

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Title: Attachments

Attachment No. (6) Closure / Freezing of a Medical File Form.

VISION رؤية
2030
رؤية المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

المملكة العربية السعودية
وزارة التعليم
جامعة أم القرى
المركز الطبي الجامعي

UQU

" طلب تجميد الملف الطبي "

وحدة السجلات الطبية:

الرجاء تجميد الملف الطبي

اسم المراجعة/ة:

رقم الملف الطبي:

وذلك للتحقق من أهليته/ا للعلاج بالمركز الطبي الجامعي واستكمال اللازم حيال ذلك.

ولكم جزيل الشكر

مقدم الطلب:

التخصص:

إجراء وحدة السجلات الطبية:

إغلاق الملف نهائي

تجميد مؤقت

عدم إغلاق الملف

لأسباب الآتية:

تعميد:

الاسم:

المسمى الوظيفي:

التاريخ: / /

التوقيع:



Kingdom of Saudi Arabia
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Title: Attachments

Attachment No. (7) Patient Satisfaction Questionnaire Form.



رؤية
2030
المملكة العربية السعودية
Kingdom of Saudi Arabia

المملكة العربية السعودية
وزارة التعليم
جامعة أم القرى
المركز الطبي الجامعي



UQU

"Satisfaction Survey for Health Services"

The University Medical Center pays great attention to the patients' opinions and comments on the services provided to them to improve the performance of the medical center and to improve its services to their satisfaction, so we hope that you will give us minutes to answer the following questions by evaluating the services you received during your visit to the clinics. Confidentiality and refusal to participate will not affect the level of service provided to you in the health facility.

A. Patient Data					
Clinic/s:	Date of visit: / /		Type of visit: <input type="checkbox"/> First <input type="checkbox"/> Follow up		
Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	Age:		Nationality: <input type="checkbox"/> Saudi <input type="checkbox"/> Non-Saudi		
Educational Level: <input type="checkbox"/> Bachelor & more <input type="checkbox"/> Diploma <input type="checkbox"/> School & less <input type="checkbox"/> Non					
How would you rate your health in general? <input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Nothing wrong <input type="checkbox"/> Bad					

B. Patient experience in health services provided	I totally agree	I agree	I totally disagree	Disagree	Not applicable
Get appointments in an organized and easy way.					
I am provided with information about the services available at the Medical Center.					
I am confident that I have access to the necessary health care services.					
The nurse will help the doctor and take the necessary vital signs.					
following patients with chronic diseases are monitored periodically.					
Dental clinics provide basic services (dental cleaning, fillings, health education, ...)					
The drug can be obtained from the pharmacy of medical center.					
The doctor informs me about laboratory analysis results in an appropriate time.					
The Center provide radiology services when doctor request it.					
The Center provides a health education service that allows me to understand the disease, its treatment and prevention.					
The doctor spends enough time with me for making decisions about my care and treatment.					
The doctor provides easy explanations and gives me the opportunity to ask questions and express concerns.					
Had to wait too long to see the doctor.					
Waiting areas are suitable.					
Facilities at the center and toilets were clean.					

C. General Service Evaluation	I totally agree	I agree	I totally disagree	Disagree	Not applicable
They gave me the service I needed and on time.					

Do you have any suggestions?

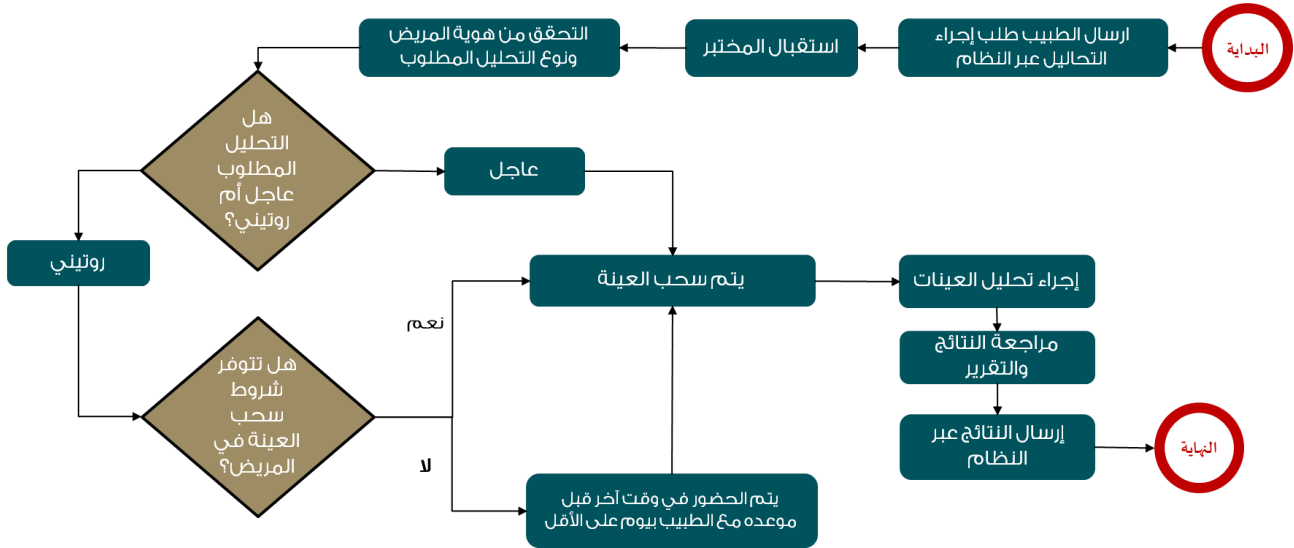
1. 2.
3. 4.

Thank you for your cooperation ,,,

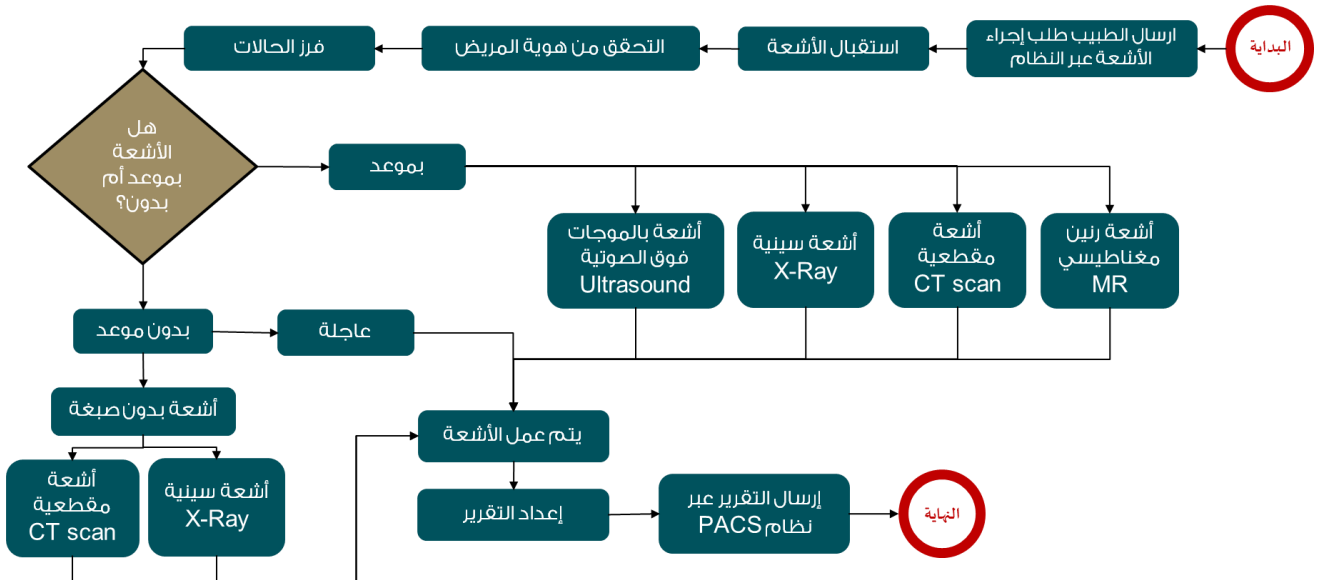


Title: Attachments

Attachment No. (8) Flowchart of the process in the laboratory of the UMC.




Attachment No. (9) Flow chart of the radiology procedure at the UMC.



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Attachment No. (10) Occurrence/Variance Report Form.

 المملكة العربية السعودية وزارة التعليم جامعة أم القرى المركز الطبي الجامعي		NAME: الاسم: MR #: رقم الملف الطبي: National ID#: رقم الهوية/ الإقامة: SEX: الجنس: / D.O.B: تاريخ الميلاد: NATIONALITY: الجنسية: Clinic: العيادة: / Doctor: الطبيب:	
OCCURRENCE / VARIANCE REPORT (لا يستخدم هذا النموذج للأغراض الجزائية) (Not for Retributive Purposes)			
Date of Incident:		Time of Incident:	
Date of Report:		Incident Location:	
Time of Report:		Reporting Area:	
Involved Person: <input type="checkbox"/> Patient <input type="checkbox"/> Staff		SENTINEL EVENT: <input type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> Other:		If yes please specify:	
Degree OF HARM <input type="checkbox"/> No Harm <input type="checkbox"/> Minor Injury <input type="checkbox"/> Severe Injury <input type="checkbox"/> Permanent loss of function or disability <input type="checkbox"/> Death		Communication / Documentation <input type="checkbox"/> Patient Identification <input type="checkbox"/> Missing files <input type="checkbox"/> Order error <input type="checkbox"/> Documentation <input type="checkbox"/> Medical records unavailable <input type="checkbox"/> Policy not available <input type="checkbox"/> Confidentiality <input type="checkbox"/> Delay in responding <input type="checkbox"/> Others	
Medication <input type="checkbox"/> Medication prescribing error <input type="checkbox"/> Medication dispensing error <input type="checkbox"/> Medication administration error <input type="checkbox"/> Medication Storage error <input type="checkbox"/> Adverse drug reaction <input type="checkbox"/> Others		Clinical Practice / Procedure <input type="checkbox"/> Consent <input type="checkbox"/> Patient Privacy <input type="checkbox"/> Reporting of test result <input type="checkbox"/> Medical notes unavailable <input type="checkbox"/> Policy not available <input type="checkbox"/> Refused of cannulation <input type="checkbox"/> I.V. not given <input type="checkbox"/> I.V. infiltration <input type="checkbox"/> Wrong solution type <input type="checkbox"/> Procedure/s not followed <input type="checkbox"/> Others	
Laboratory Specimen <input type="checkbox"/> Improper labeling <input type="checkbox"/> Unlabeled specimen container <input type="checkbox"/> Improper specimen <input type="checkbox"/> No requisition <input type="checkbox"/> Incomplete orders <input type="checkbox"/> Missed specimen <input type="checkbox"/> Sample mix-up <input type="checkbox"/> Patient injured (hematoma, etc.)		Patient Fall <input type="checkbox"/> Out of bed <input type="checkbox"/> Off chair <input type="checkbox"/> Off scale or equipment <input type="checkbox"/> Found on the floor <input type="checkbox"/> Unknown <input type="checkbox"/> Others Environmental Safety <input type="checkbox"/> Hazardous material <input type="checkbox"/> Security <input type="checkbox"/> Safety <input type="checkbox"/> Fire <input type="checkbox"/> Medical equipment <input type="checkbox"/> utility <input type="checkbox"/> others	
Infection Control <input type="checkbox"/> Needle stick <input type="checkbox"/> Sharps injury <input type="checkbox"/> Isolation precaution compliance <input type="checkbox"/> Used instrument storage/ collection <input type="checkbox"/> Others			
Other Types of Event:			
Brief description of the incident:			
Person's current condition:			
Supervisor Informed? (not required unless immediate action is required) <input type="checkbox"/> Yes <input type="checkbox"/> No Physician informed? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Immediate Corrective Action:			
Reported by: Name:		Clinic/Place:	
Mobile/Ext. no.:			

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Title: Attachments


Attachment No. (11) High-risk drug prescription form.

 المملكة العربية السعودية وزارة التعليم جامعة أم القرى المركز الطبي الجامعي	رقم الملف الطبي: MR #: الاسم: NAME: الجنس: SEX: الجنسية: NATIONALITY: تاريخ الميلاد: D.O.B:
CONTROLLED DRUG OUTPATIENT PRESCRIPTION (NARCOTIC & PSYCHOTROPIC)	
Clinic: Date:	
Rx. No.: Nationality: National ID#: Diagnosis: Weight: Allergies / Others: Pregnancy: (1 st Trimester 2 nd Trimester 3 rd Trimester) Lactating: <input type="checkbox"/> Yes <input type="checkbox"/> No	
AUTHORIZED PHYSICIAN ONLY	
RX DRUG NAME REQUIRED: STRENGTH (Words & Numbers): DOSE & FREQUENCY: DURATION (Length of Therapy):	
PRESCRIBER'S NAME:	PRESCRIBER'S SIGNATURE:
FOR PHARMACY USE ONLY	
DATE DISPENSED: STRENGTH: QUANTITY: ISSUED BY: (Name) Signature: CHECK BY: (Name) Signature:	RECEIVED BY: PATIENT'S Name: (or next of kin) Signature: CONTACT Number: NATIONAL ID NUMBER: Date:

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Title: Attachments

Attachment No. (12) Medication Error Reporting Form.



المملكة العربية السعودية
وزارة التعليم
جامعة أم القرى
المركز الطبي الجامعي

Medication Error Reporting Form																					
1. Date of event: / / Time of event: :	2. Location of event: <input type="checkbox"/> Clinic <input type="checkbox"/> Pharmacy <input type="checkbox"/> Others -----																				
3. type of error: <input type="checkbox"/> Prescribing <input type="checkbox"/> Dispensing <input type="checkbox"/> Administration <input type="checkbox"/> Others (specify): -----	4. Patient details: MR Number: ----- Age: ----- Gender: ----- Diagnosis: -----																				
5. Description of the event: (how did the event occur and how was it detected?) ----- ----- -----																					
6. Details of medicines involved in the event: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 10%;">S. No.</th> <th style="width: 15%;">Dosage Form</th> <th style="width: 30%;">Generic Name</th> <th style="width: 15%;">Strength</th> <th style="width: 10%;">Frequency</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	S. No.	Dosage Form	Generic Name	Strength	Frequency																9. Possible causes & contributing factors: <input type="checkbox"/> Lack of knowledge / Experience <input type="checkbox"/> Unavailable patient information <input type="checkbox"/> Illegible prescription <input type="checkbox"/> Peak hour <input type="checkbox"/> Look alike / sound alike medication <input type="checkbox"/> Miscommunication <input type="checkbox"/> Wrong labeling / Instruction <input type="checkbox"/> Failure to adhere to work procedure <input type="checkbox"/> Use of abbreviations <input type="checkbox"/> Others -----
S. No.	Dosage Form	Generic Name	Strength	Frequency																	
7. Did the error reach the patient? <input type="checkbox"/> Yes <input type="checkbox"/> No	10. Details of reporter: (optional) Name: ----- Designation: ----- Mobile No: -----																				
8. Outcome of the event: <u>No error</u> <input type="checkbox"/> A. Events have potential to cause error <u>Error, No harm</u> <input type="checkbox"/> B. Error did not reach patient <input type="checkbox"/> C. No harm <input type="checkbox"/> D. No harm but requires monitoring <u>Error, harm</u> <input type="checkbox"/> E. Temporary harm requiring treatment <input type="checkbox"/> F. Temporary harm requiring hospitalization <input type="checkbox"/> G. Permanent harm <input type="checkbox"/> H. Near death event <u>Error, death</u> <input type="checkbox"/> I. Death	11. Intervention done: <input type="checkbox"/> Administered antidote <input type="checkbox"/> Education / training provided <input type="checkbox"/> Informed staff who made error <input type="checkbox"/> Changed to correct drug / dose / frequency <input type="checkbox"/> Communication process improved <input type="checkbox"/> Policy / procedure changed / instituted <input type="checkbox"/> No action needed <input type="checkbox"/> Others (specify) -----																				



Kingdom of Saudi Arabia
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Umm Al Qura University
University Medical Center

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Title: Attachments

Attachment No. (13) Housekeeping Guidelines



المركز الطبي الجامعي
UNIVERSITY MEDICAL CENTER

المملكة العربية السعودية
وزارة التعليم
جامعة أم القرى

دليل عمال النظافة Housekeeping Guidelines

How to clean

- Use disposable equipment, when possible.
- Clean horizontal surfaces at least twice daily.
- Clean contaminated areas after cleaning non-contaminated
- Disinfect cleaning equipment after cleaning clinics

كيفية التنظيف

- استخدام معدات للاستعمال مرة واحدة إن أمكن.
- تنظيف الأسطح الأفقية مرتين يومياً على الأقل.
- تنظيف المناطق الملوثة بعد تنظيف المناطق غير الملوثة
- تطهير معدات التنظيف بعد تنظيف العيادات



معقم
Disinfectant



x2

How to protect yourself while cleaning

- Wear protective equipment (medical mask, eye protection, clean gown and gloves) before cleaning.

كيفية حماية نفسك أثناء التنظيف

- ارتداء المعدات الوقائية (الكمامة الطبية، حماية العينين، المعطف النظيف والقفازات) قبل التنظيف.



وزارة الصحة
Ministry of Health



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Title: Attachments

Attachment No. (14) Guideline on dealing with blood and body fluids spills.



Guidelines on Blood and Body Fluid Spillages

Blood or Body fluid spillage may occur because a laboratory sample breaks in the phlebotomy area or during examination, or because there is excessive bleeding or vomiting during the procedure. In this situation, clean up the spillage and record the incident, using the following procedure:



1- Wear a pair of non-sterile gloves and gown.



2- Use tongs or a pan and brush to sweep up as much of the broken glass (or container) as possible. Do not pick up pieces with your hands.



3- Discard the broken glass in a sharps container. If this is not possible wrap the glass or container in several layers of paper and discard it carefully in a separate container. Do not place it in the regular waste container.



4- Use disposable paper towels to absorb as much of the body fluids as possible.



5- Wipe the area with water and detergent until it is visibly clean.



6- Saturate the area again with sodium hypochlorite 0.5% . This is a 1:10 dilution of 5.25% sodium hypochlorite bleach, which should be prepared daily.



7- Remove gloves and discard them.



8- Wash hands carefully with soap and water, and dry thoroughly with single-use towels.



9- Record the incident in the incident book if a specimen was lost, or persons were exposed to blood and body fluids.



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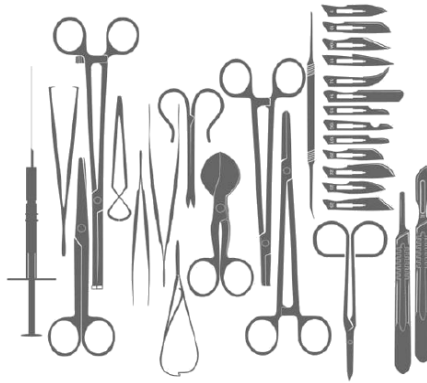
Title: Attachments

Attachment No. (15) is a Guide for dealing with accidental needlestick accidents properly.

VISION رؤية
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المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

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وزارة التعليم
جامعة أم القرى
المركز الطبي الجامعي

SHARPS INJURY DEALING WITH NEEDLESTICK INJURIES



Prevent Needlestick Injury

- 1 Avoid re-capping the needle.
- 2 Always use near patient sharps system.
- 3 Always dispose of a sharp at point of use.
- 4 Always close sharps containers when $\frac{3}{4}$ full.
- 5 Ensure source and date are completed on the sharps box.

First Aid for Healthcare Workers After Needlestick Injury

- 1 Bleed site gently.
- 2 Wash with soap & water and cover with dressing.
- 3 Check patients chart (Status).
- 4 Inform the incident to your line manager.
- 5 Fill up the OVR form and proceed it to Infection Control unit.

We Wish Your Safety



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University Medical Center

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Title: Attachments

Attachment No. (16) Guide for dealing in the event of a fire.



المملكة العربية السعودية
وزارة التعليم
جامعة أم القرى

IN CASE OF FIRE

في حالة حدوث حريق

هناك أربع خطوات أساسية يجب اتخاذها إذا اكتشفت حريقاً:

There are **four** essential steps to take if you discover a fire:

R	A	C	E
Rescue anyone in immediate danger of the fire.	Alarm Activate the nearest fire alarm and call your fire response telephone number	Contain fire by closing all doors in the fire area.	Extinguish small fires. If the fire cannot be extinguished, leave the area and close the door.
انقذ المرضى	شغل جهاز الإنذار	احتوي الحريق	أطفئ الحريق والإخلاء

طريقة استخدام طفاية الحريق بشكل صحيح How to Properly operate a Fire Extinguisher

P	A	S	S
Pull the pin, release a lock latch or press a puncture lever.	Aim the extinguisher at the base of the fire.	Squeeze the handle of the fire extinguisher.	Sweep from side-to-side at the base of the flame.
اسحب مسمار الأمان	وجه الخرطوم لجهة الحريق	اضغط على المقبض	وجهه باتجاه قاعدة الحريق

إعداد: سوسن أوان

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Title: Attachments

Attachment No. (17) Application form for participation in an event.



المملكة العربية السعودية
وزارة التعليم
جامعة أم القرى
المركز الطبي الجامعي



" نموذج طلب المشاركة في فعاليات التوعية الصحية "	
"Application Form for participation in Health Awareness Activities"	
	يوم التوعية الصحي Health Awareness Day
	مكان الفعالية Event Place
	تاريخ الفعالية / مدتها Event Date / Duration
	اسم مقدم الطلب Name of Applicant
	الفئة المستهدفة Target Group
	أهداف الفعالية Goals of Effectiveness
<input type="checkbox"/> Materialized مجسم <input type="checkbox"/> Projector / Laptop شاشة عرض <input type="checkbox"/> Stands ستندات تعريفية	<input type="checkbox"/> Awareness Corner ركن توعوي <input type="checkbox"/> Awareness Video فيديو توعوي <input type="checkbox"/> مطويات Brochures مطويات <input type="checkbox"/> Awareness Poster ملصق توعوي
<input type="checkbox"/> CD <input type="checkbox"/> Educational Pamphlets مطويات تثقيفية <input type="checkbox"/> Photos صور	المرفقات (ترفق مع التقرير) Attachments
<input type="checkbox"/> لا أوافق <input type="checkbox"/> أوافق المسبب:	رأي قسم الصحة العامة Public Health Unit Opinion
رئيس/ة قسم الصحة العامة Head of Public Health Unit الاسم: _____ التوقيع: _____ التاريخ: ١٤ / / ١٤	



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Attachment No. (18) Application form to attend a medical conference for the University Medical Center employees.

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2030
RISHTA AND KARAMAH
KINGDOM OF SAUDI ARABIA

المملكة العربية السعودية
وزارة التعليم
جامعة أم القرى
المركز الطبي الجامعي

UQU

" نموذج طلب حضور مؤتمر. ندوة. دورة. ورشة عمل- منسوبي المركز الطبي الجامعي "

الاسم	رقم المنسوب	
المسمى الوظيفي	التوقيع / التاريخ	
عنوان النشاط	الجهة المنظمة	
المكان	الدولة / المدينة	
المدة	تاريخ الانعقاد	
نوع المشاركة	<input type="checkbox"/> حضور فقط. <input type="checkbox"/> المشاركة (ورقة عمل / بحث / ورشة عمل).	
رأي الرئيس المباشر	<input type="checkbox"/> أوافق على حضوره النشاط العلمي. <input type="checkbox"/> لا أوافق، السبب: _____ الاسم: _____ التوقيع: _____ التاريخ: _____ / /	
رأي لجنة التطوير المهني والتعليم الطبي المستمر	<input type="checkbox"/> نوافق على حضوره النشاط العلمي. <input type="checkbox"/> لا نوافق، السبب: _____ الاسم: _____ التوقيع: _____ التاريخ: _____ / /	
إدارة المركز الطبي الجامعي		
يعتمد مدير عام المركز الطبي الجامعي الدكتور/ ياسر بن حسن باحكيم التوقيع: _____ التاريخ: _____ / / هـ ١٤		

❖ لن تتم معالجة الغياب بنظام (حاضر) إلا بعد إحضار (شهادة / مشهد) بالحضور وتسليمها لسكرتارية اللجنة لاستكمال الإجراءات اللازمة.