



جامعة أم القرى  
UMM AL-QURA UNIVERSITY

**Healthcare Policies and Procedures Manual**  
**Umm Al-Qura University**  
**University Medical Clinic**

	<b>Effective Date</b>	<b>01/01/2017</b>
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## 1-1. About the University Medical Clinic

The University Medical Clinic is considered one of the university's distinguished facilities that provide therapeutic and preventive services to all university students and employees and those who are eligible for treatment at the university medical clinic through specialized clinics and supportive medical services that contribute to the integration of medical care provided to patients, ensuring quality performance and gaining the satisfaction of the beneficiaries of the medical services provided for them.

Medical services at Umm Al-Qura University began in the year 1390 AH through one general clinic. It was transformed into (the Medical Administration) in 1406 AH. It was supported with various medical equipment and devices and medical staff in different specialties to provide medical services to the students and employees of the university in the required manner.

In the year 1428 AH, the name (Medical Administration) was changed to (University Medical Center), for further support and development and to raise the level of performance to provide the best medical and awareness services to all students and employees of the university and their families.

The name (University Medical Center) was also changed to (University Medical Clinic), according to the comprehensive organizational structure of the university for the year 1445 AH.



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## 1-2. Beneficiaries of the services

The University Medical Clinic 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 Clinic provides preventive and therapeutic services to students, university employees, and their families who are eligible for treatment at the University Medical Clinic 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 Clinic.
- 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 clinic'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 UMC.



### 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 Clinic to preserve their time and health and contribute to not disrupting the educational process.

<b>Application field</b>	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 Clinic and its branches. They include curative, preventive, awareness, training, infection control, and patient safety services.
<b>Objective</b>	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 Clinic 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.
<b>Strategic objective</b>	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.
<b>Programs</b>	The University Medical Clinic 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 PLUS 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:

<b>Country</b>	Kingdom of Saudi Arabia
<b>Ministry of Health</b>	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.
<b>Saudi Health Council</b>	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.
<b>Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI)</b>	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.
<b>Saudi Food and Drug Authority (SFDA)</b>	The authority is responsible for regulating and controlling food, drug, medical and diagnostic devices and setting mandatory standards.
<b>Health System</b>	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.
<b>Health System Executive Regulations</b>	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.
<b>Health Professions Practice System</b>	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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<b>Code of Ethics for the Practice of the Medical Professions</b>	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.
<b>Ministry</b>	The Ministry of Education to which the university belongs and is concerned with the logistical aspects of the university's health care system.
<b>University</b>	Umm AlQura University – Makkah
<b>University Agency</b>	Agency is supervising the University Medical Clinic.
<b>Public Health</b>	Integrated and comprehensive on the health of the individual, family, and society and the environmental, social, economic, and genetic impacts.
<b>Healthcare</b>	Preventive, curative, and rehabilitative services concerned the health of the individual and society at all levels.
<b>Providing health care</b>	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.
<b>Saudi Commission for Health Specialties</b>	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.
<b>health practitioner</b>	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.
<b>University Medical Clinic</b>	The health facility (and its branches) provides external health care within the university for its students and employees.
<b>General Clinic</b>	A clinic staffed by a general doctor /resident.



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<b>specialist clinic</b>	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.
<b>Eligibility for treatment</b>	Categories are eligible for treatment at the University Medical Clinic.
<b>Patient File</b>	The file preserves all information related to the visitor's visits to the medical clinic with all its services, including clinic visits, laboratory tests, x-rays, dispensed medication, etc. It is either paper or electronic.
<b>Clinics and Hospitals Information Management Software</b>	An electronic program for managing health services information allows the exchange of information between the clinics and departments electronically, quickly, and efficiently.
<b>Electronic Health Information System (HIS)</b>	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.
<b>Online Registration</b>	A system allows university employees to perform file opening procedures, book clinic appointments at the University Medical Clinic through the clinic's page on the university's website on the Internet.
<b>Acute Diseases</b>	Diseases that occur suddenly and usually last for a short time, such as infectious diseases or acute allergies.
<b>Infectious Diseases</b>	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.
<b>Chronic Diseases</b>	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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<b>Drug Interactions</b>	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.
<b>Health Professions Ethics</b>	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.
<b>Immunization</b>	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.
<b>Patient ID</b>	The tool(s) used to identify and verify the patient's identity before obtaining the medical service.
<b>Patient Safety</b>	Prevent errors and harmful side effects that may accompany health care delivery.
<b>Infection Control</b>	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.
<b>Ehalati Program</b>	Ministry of Health provides an electronic program to transfer medical cases between health facilities.
<b>HESN PLUS Program</b>	It is a coherent and flexible application to monitor and manage infectious diseases and epidemics in Saudi Arabia.
<b>SEHA Platform</b>	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.
<b>Standard Precautions</b>	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 Clinic

The University Medical Clinic 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 clinic:
  - 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 clinic'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 clinic 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 clinic'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 clinic'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 "SEHA" Platform.
19. Providing a medical examination service to complete the procedures for issuing or renewing a driver's license through "SEHA" Platform for students and university employees, and the possibility of filling out the required form electronically from the clinic's page on the university's website and attending the medical clinic 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 clinic 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 clinic 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 clinic 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 states institutions concerned with health care.
- 2- Organizing health care services provided by the University Medical Clinic 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 UMC 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 Clinic 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 Clinic 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 Clinic, 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 Clinic references these policies.
- 3.2. Approved Policies by the university's vice-rector or his representative.
- 3.3. Publish Policies on the University Medical Clinic page on the university's website.

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**Title:** Policy (1) Providing Health Care

<b>General</b>	Organizing the provision of integrated health care for students, university employees, and their families.
<b>Field of application</b>	Students, academics, administrators, technicians and all who are within this university.
<b>Objective</b>	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 Clinic in a fair and accessible.
2. The university provides these services to students, affiliates, and their families eligible for treatment in the University Medical Clinic through the University Medical Clinic 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 Clinic in Makkah and reviewing its clinics during official working.
3. The university works through the University Medical Clinic 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 clinic's quality of services responsible for the university's health services.
4. The University Medical Clinic 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 Clinic 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 clinic'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 Clinic 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 Clinic 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 Clinic. 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 Clinic 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 Clinic 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 PLUS 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 Clinic 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 clinic to ensure the application of these rules and to monitor performance. Health.
11. The management of the University Medical Clinic 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 Clinic, 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 Clinic prepares and annually submits a report on health and vital statistics in its services.
14. The University Medical Clinic, 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 Clinic 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 Clinic 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 clinic and support services.
19. Each referrer at the University Medical Clinic 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 Clinic page on the university website.

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## 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 Clinic 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 clinic and the mechanism of opening the medical file:
  - 2.1. Publication on the University Medical Clinic page on the university's website.
  - 2.2. Displaying on screens installed in the auditors' reception area at the clinic'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 Clinic 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 Clinic 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 clinic.

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 Clinic 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 Clinic. 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 clinic 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 Clinic 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 Clinic. 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 clinic 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 clinic 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 clinic'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 clinic, 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 clinic 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 Clinic 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 Clinic 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 Clinic.

#### **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 PLUS" 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 Clinic 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 Clinic 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 Clinic and the safe handling of medical waste and sharp tools:**

### **1. Cleanliness of the environment of the clinic: (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 Clinic.
- 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 Clinic:**

1.5.1. Low-risk areas in the University Medical Clinic: 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 clinic.
- 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 clinic'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 clinic:**

- 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 clinic.
- 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 clinic in the room designated for it and ensure that all medical waste bags are tightly closed.

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**Title:** Health Care Provision Procedures for Policy (1)

**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 clinic 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 Clinic.

**2.5. Train and educate workers and cleaners at the University Medical Clinic 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 Clinic.

**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 clinic staff and safely using and disposing of sharp tools.
- 5.2. Distributing brief pamphlets to workers in the health care provision places in the clinic.
- 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 Clinic 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 Clinic, as follows:**

**Procedures for holding an educational event at the University Medical Clinic and following up on its results**

1. The Public Health Department announces the schedule of health events at the beginning of each calendar year.
2. Each participant chooses at least 3 events to participate in, through an electronic link or a QR Code sent to all.
3. A group of event participants will be formed to communicate with them, coordinator for the event will be selected from among the participants.
4. The application form for participation in a health event must be filled out by all participants and sent electronically to the Public Health Department (Attachment No. 17).

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**Title:** Health Care Provision Procedures for Policy (1)

5. The form for implementing a health event shall be filled out and attached to the participation request form and sent electronically to the Public Health Department within a period of no less than - 8 weeks - from the scheduled date of implementation of the event (Attachment No. 18).
6. Holding a meeting for the event coordinator with the Public Health Department to answer the participants' inquiries and follow up on the final preparations for what will be presented and displayed during the health event.
7. After completing the statutory approval procedures in coordination with the UMC administration, a referral is made to the Voluntary Work and Community Responsibility Administration to complete the necessary process.
8. If you wish to participate in a health event not included in the previous list (attached to the link), contact the Public Health Department to coordinate and discuss the possibility of implementing it.
9. The number of participants is determined according to the needs of each event and based on the readiness to work and the priority of registration with the link.
10. In the event of an amendment or change to the date or venue of the event, the participants will be notified through the event coordinator.
11. If a health event is canceled, the participants will be notified and allowed to participate in another health event in coordination with the Public Health Department.

**Sixth: Procedures for preparing and collecting statistical data at the clinic 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 Clinic after monitoring, analyzing, and unloading all data.

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4. Statistics are used to determine the annual. Monthly operational rate of the University Medical Clinic, 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 Clinic 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 clinic:**

**1. Procedures for requesting attendance at a medical conference for employees of the University Medical Clinic** (Attachment No. 19):

- 1.1. The health practitioner fills out the “Application Form for Attending a Conference-Seminar-Course-Workshop” after the approval of his line manager and submits it to the Department of Professional Development and Continuing Medical Education at the UMC to study the request, accompanied by the request letter and a copy of the conference, course or workshop brochure within a period of no less than About (two weeks) from the date of the conference or workshop start.
- 2.1. After the approval of the Department of Professional Development and Continuing Medical Education at the University Medical Clinic, the application will be submitted to the Director General of the University Medical Clinic for approval and completion of the necessary procedures.
- 3.1. After completing the attendance or participation, the health practitioner must provide the Secretary General of the University Medical Clinic with a copy of the certificate of attendance or participation to complete the procedures.
- 4.1. Attending external conferences, courses, and workshops is by the regulations of the Vice Presidency for Postgraduate Studies and Scientific Research.

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

- 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.



**Title:** Policy (2) Practices of the medical professions

<b>General</b>	Setting general and specific rules for the practice of health professions within the medical clinic 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.
<b>Field of application</b>	All health practitioners.
<b>Objective</b>	<ul style="list-style-type: none"> <li>▪ All health practitioners have good morals in their dealings with patients, their colleagues, and the community.</li> <li>▪ 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.</li> </ul>

## 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 Clinic 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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- 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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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 Clinic 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 clinic's administration.
3. The medical services in the University Medical Clinic 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 Clinic.
5. The medical clinic'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 clinic. 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 Clinic administration is verified and submitted by the applicable methods as confidential documents to the university vice-rector.





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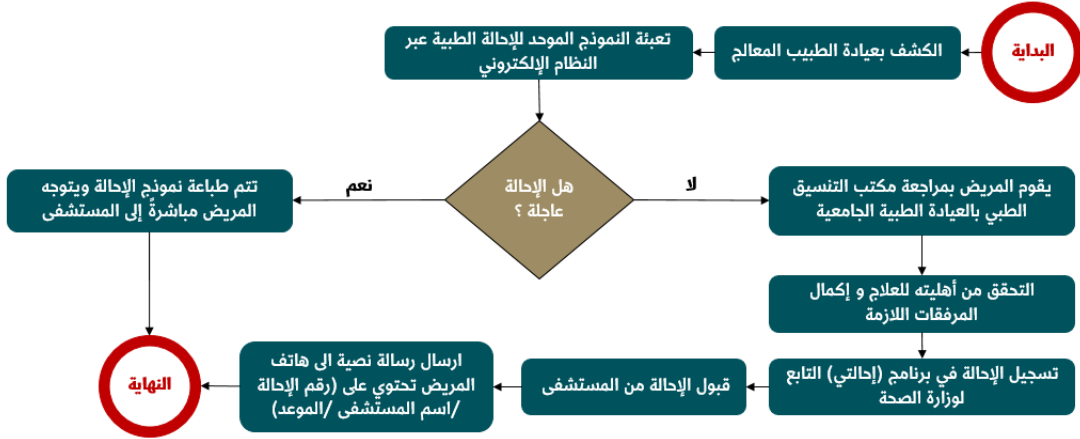
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Title: Attachments

## 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="radio"/> Hemodialysis <input type="radio"/> Dementia/Delirium <input type="radio"/> CVA/TIA <input type="radio"/> Bleeding/Anemia						
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 إحالتي أو أي قناة رسمية أخرى يعد معتمداً رسمياً ولا يحتاج إلى توقيع.

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General Referral Form		النموذج الموحد للإحالات الطبية	
Day	Date	Time	
From	Umm Alqura University Medical Center	To	
Doctor Name	Required Specialty	Subspecialty	
Mobile No.	Notes		
Patient Information			
Patient Name	File No.	Gender	
Ward	Age	Contact No.	
Nationality	ID No.		
Type of Referral	Life/Organ Saving	Urgent	Inpatient
Patient Condition	Required Bed Type		
1	Infectious Diseases	Suspected Infection?	Sample Result
2			
3			
4			
5			
For Specific Referrals	Name of the doctor has been discussed with	Via	Hotline 1937
		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 إحالتي أو أي قناة رسمية أخرى يعد معتمداً رسمياً ولا يحتاج إلى توقيع.

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Title: Attachments

## Attachment No. (3) Communicable Diseases Reporting Form.

Kingdom of Saudi Arabia  
Ministry of Education  
Umm Al-Qura University  
031



المملكة العربية السعودية  
وزارة التعليم  
جامعة أم القرى  
٠٣١

### نموذج إبلاغ عن الأمراض المعدية بالعيادة الطبية الجامعية Infectious Diseases Reporting Form at the University Medical Clinic

Patient's Name				اسم المريض
ID Number				رقم الهوية/ الإقامة
DOB / Age	تاريخ الميلاد	File Number		رقم الملف
Nationality	الجنسية	Sex	Female أنثى <input type="checkbox"/> Male ذكر <input type="checkbox"/>	الجنس
Address				عنوان السكن
Mobile No.				رقم الجوال

Diagnosis				التشخيص
..... .....				
Laboratory Test	لا يوجد <input type="checkbox"/>	يوجد <input type="checkbox"/>	الفحوصات المخبرية	
Symptoms				الأعراض
..... .....				
Recommendation	صرف علاج <input type="checkbox"/>	إحالة إلى المستشفى <input type="checkbox"/>	الإجراء المتخذ	
Doctor's Name				اسم الطبيب
Time	الوقت	Date	التاريخ	
Signature				التوقيع

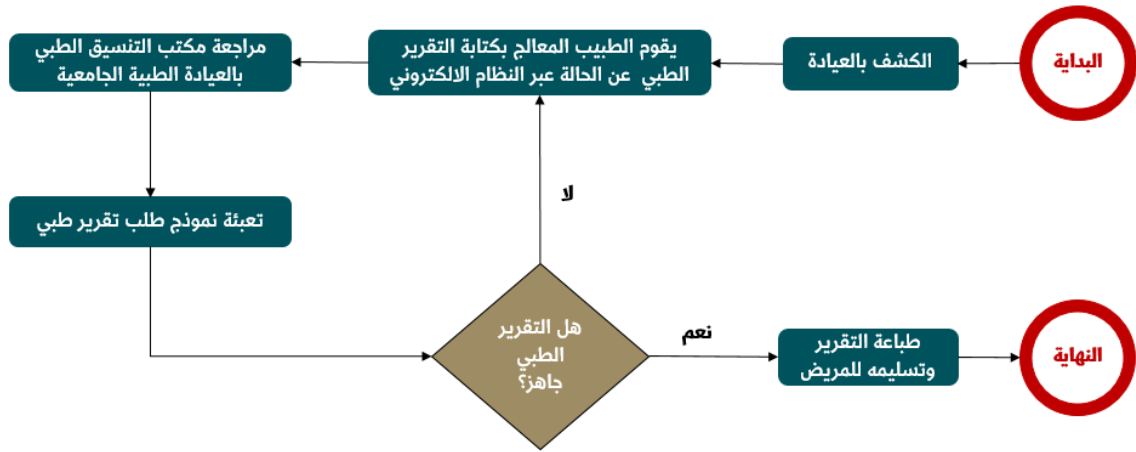
Infection Control Department				قسم مكافحة العدوى
Report a case				الإبلاغ عن الحالة
..... .....		The Reason السبب	YES نعم <input type="checkbox"/>	NO لا <input type="checkbox"/>
Inspection No.				رقم التفتيش
HESN PLUS- Informer's name				اسم المبلِّغ في حصن بلس
Time	الوقت	Date	التاريخ	
Signature				التوقيع



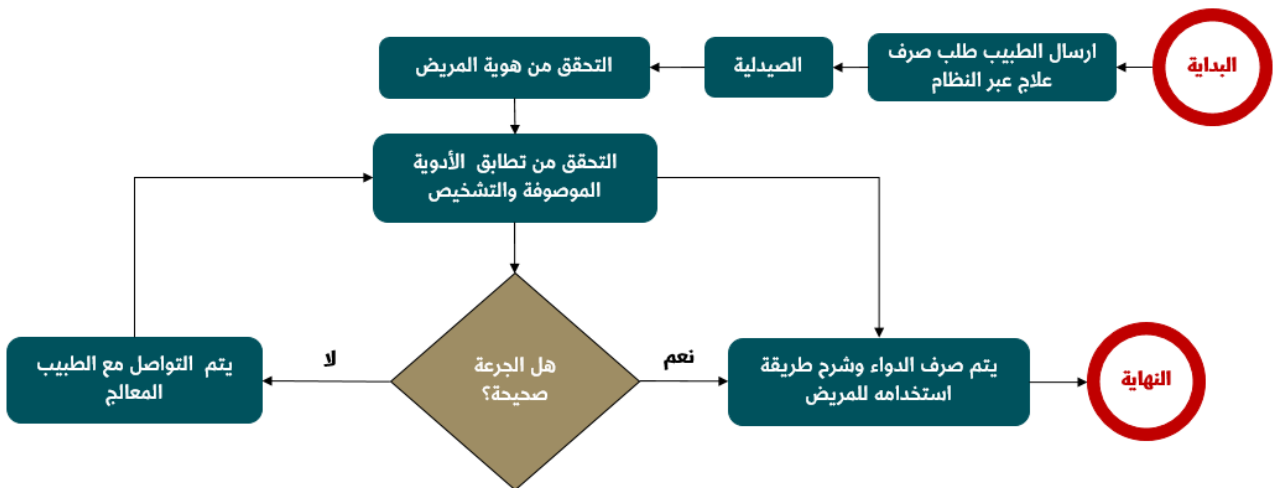


Title: Attachments

### 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





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

KINGDOM OF SAUDI ARABIA  
MINISTRY OF EDUCATION  
UMM AL QURA UNIVERSITY  
UNIVERSITY MEDICAL CLINIC



المملكة العربية السعودية  
وزارة التعليم  
جامعة أم القري  
العيادة الطبية الجامعية

### نموذج طلب تجميد الملف الطبي

إلى قسم السجلات الطبية والتنسيق الطبي

الرجاء تجميد الملف الطبي:

اسم المراجع / المراجعة:

رقم الملف الطبي:

وذلك للتحقق من أهليته/ا للعلاج بالعيادة الطبية الجامعية واستكمال اللازم حيال ذلك.  
ولكم جزيل الشكر ...

مقدم الطلب:

التخصص:

إجراء قسم السجلات الطبية والتنسيق الطبي

إغلاق الملف نهائياً

تجميد مؤقت

عدم إغلاق الملف

للأسباب الآتية

### تعميد

الاسم:

المسمى الوظيفي:

التوقيع:

التاريخ: / /



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## Attachment No. (7) Patient Satisfaction Questionnaire Form.



### استبيان رضا المراجعين عن الخدمات الصحية Satisfaction Survey for Health Services

نأمل أن تمنحنا دقائق من وقتك للإجابة على الأسئلة التالية من خلال تقييمك للخدمات التي تلقيتها أثناء مراجعتك للعيادة علماً بأن المعلومات ستكون سرية ورفضك في المشاركة لن يؤثر على مستوى الخدمة المقدمة لك بالعيادة الطبية الجامعية.

We hope that you will give us minutes to answer the following questions by evaluating the services you received during your visit to the clinic. Confidentiality and refusal to participate will not affect the level of service provided in the UMC.

The clinic(s) you visited				العيادات التي قمت بزيارتها			
<input type="checkbox"/>	OB Gyn Clinic النساء والولادة	<input type="checkbox"/>	Cardiology Clinic القلب	<input type="checkbox"/>	Internal Medicine Clinic الطب الباطني	<input type="checkbox"/>	Family Medicine Clinic طب الأسرة
<input type="checkbox"/>	Dermatology Clinic الجلدية	<input type="checkbox"/>	Orthopedic Clinic العظام	<input type="checkbox"/>	General Surgery Clinic الجراحة العامة	<input type="checkbox"/>	Pediatric Clinic طب الأطفال
<input type="checkbox"/>	Clinical Nutrition التغذية الإكلينيكية	<input type="checkbox"/>	Dental Clinics عيادات الأسنان	<input type="checkbox"/>	ENT Clinic أنف وأذن وحنجرة	<input type="checkbox"/>	Ophthalmic Clinic العيون
	رقم المنسوب (اختياري) UQU No. (Optional)						Visiting Date تاريخ الزيارة

السؤال Question					النطاق scope
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	سهولة عملية التسجيل والحصول على مواعيد
Register and get appointments in an easy way					التسجيل والاستقبال
The attention of reception staff and organization of reservations					Registration & reception
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	لطف واهتمام الممرضة/الممرضة
Kindness and attention of the nurse					التمريض
The nurse's interest in your health problem					Nursing
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	لطف واهتمام الطبيب/الطبيبة
Kindness and attention of the doctor					الطبيب
Your doctor showed interest in explaining the problem/your questions or concerns					Doctor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	مدة الانتظار قبل سحب عينة الدم
Waiting before taking a blood sample					المختبر
They took care of my comfort during the blood draw					Laboratory
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	مدة الانتظار لإجراء الأشعة
Waiting time for radiology services					الأشعة
The explanation provided about the examination steps or radiology procedures					Radiology
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	مدة الانتظار لصرف الأدوية
Waiting time for dispensing medicines					الصيدلية
Kindness and attention of the pharmacist and his explanation of the instructions for the use of medicines					Pharmacy
Availability of prescribed medication					توفر الأدوية الموصوفة
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	مدة الانتظار المتعارف عليها عالمياً هي ٣٠-٢٠ دقيقة، كيف تقيم مدة الانتظار في العيادة؟
The waiting time, which is universally accepted, is 20-30 minutes. How would you rate the waiting time in the clinic?					خلال زيارتك
Cleanliness of toilets and facilities					during your visit
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	حرص الطاقم الطبي على حماية سلامتك (تعقيم أيديهم، ارتداء القفازات... الخ)
The medical staff is careful to protect your safety (disinfecting their hands, wearing gloves, etc.)					المسائل الشخصية
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	استجابة العاملين لاحتياجاتك ومراعاة خصوصيتك
Staff respond to your needs and respect your privacy.					personal matters
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	مستوى النظافة في العيادة
The level of hygiene in the clinic					التقييم العام
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	تعاون العاملين في تقديم الرعاية لك
The staff cooperates in providing you with care					overall evaluation
Overall evaluation of the care you received during your visit					

Do you have suggestions/feedback?

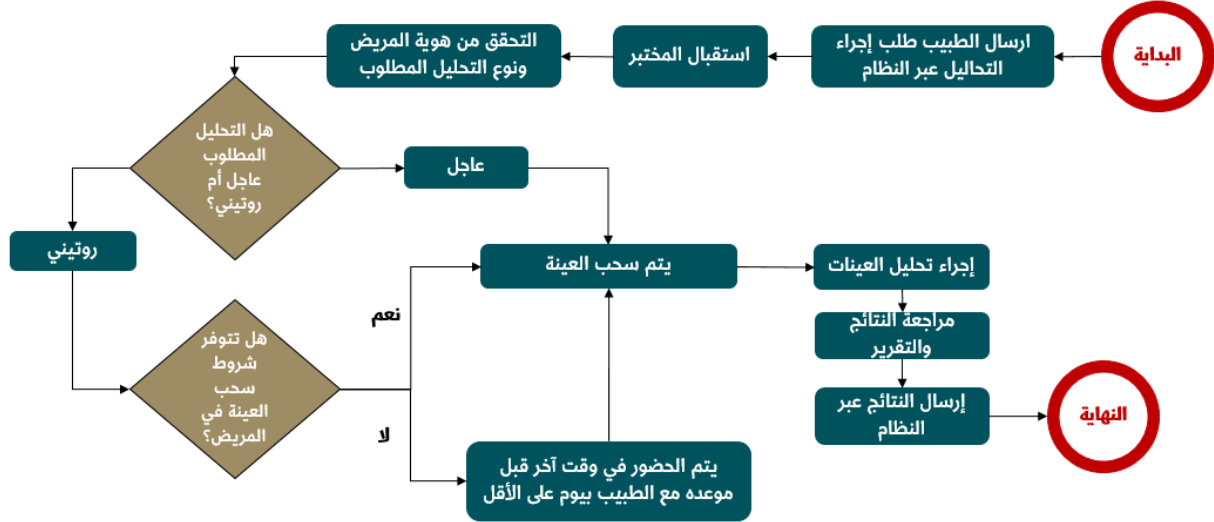
هل لديك مقترحات/ ملاحظات؟

شكراً لتعاونكم ... Thanks for your cooperation

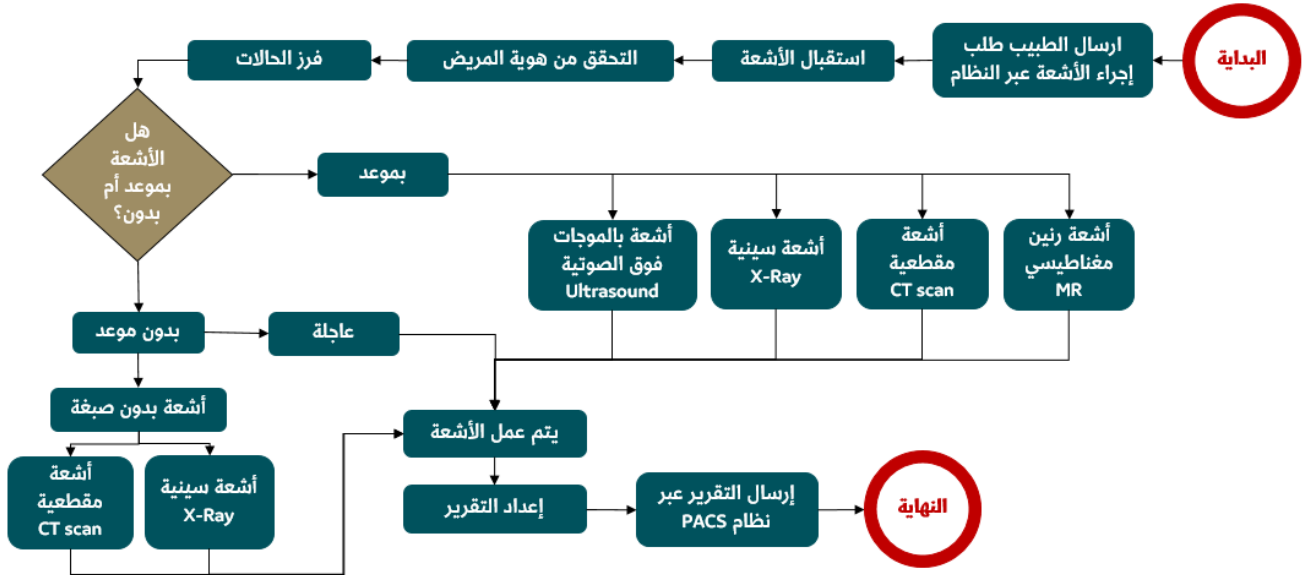


Title: Attachments

### 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.**

 <b>UMM AL-QURA UNIVERSITY</b> UNIVERSITY MEDICAL CLINIC	<b>PATIENT INFORMATION</b>				
	NAME				
	MR#				
	AGE / SEX				
	CLINIC				
<b>Occurrence of Variance Report</b> (Not be used for legal or Retributive Purposes)					
This form should be forwarded through your Supervisor/Department Head to the Quality & Patient Safety within 24hrs.					
<b>PART A OCCURRENCE DETAILS</b>					
Date of Reporting			Time of Reporting		
Reported by			University Number		
Title			Department		
Specific Location of Occurrence					
Date & Time of Occurrence					
<b>PART B PERSON AFFECTED</b>					
Status	<input type="checkbox"/> Patient	<input type="checkbox"/> Visitor	<input type="checkbox"/> Employee	<input type="checkbox"/> Trainee	<input type="checkbox"/> Other (Specify):
<b>PART C IF EMPLOYEE ADD</b>					
Department	University No.			Title	
<b>PART D OCCURRENCE DESCRIPTION</b>					
<b>PART E IMMEDIATE ACTION</b>					
<input type="checkbox"/> Transfer to Higher level of care (Hospital) <input type="checkbox"/> Equipment removed/repared <input type="checkbox"/> Family notified <input type="checkbox"/> Physician visit <input type="checkbox"/> Patient/family education/meeting <input type="checkbox"/> No action indicated <input type="checkbox"/> Plan of care revised (Specify): <input type="checkbox"/> Others (Specify):					
<b>PART F WITNESS(S) INFORMATION</b>					
Name	Department	Title	Signature		
Send to					
Reporter signature			Date & Time		
<b>PART G SUPERVISOR NOTIFICATION</b>					
Department Head Action: _____					
<b>MEDICAL OCCURRENCE</b>					
Physician follow up	<input type="checkbox"/> YES	<input type="checkbox"/> No	<b>SENTINEL EVENT</b>	<input type="checkbox"/> YES	<input type="checkbox"/> No
Note: If yes, send it to the physician involved		Note: If yes, report to Department Head/Immediate supervisor to initiate Root Cause Analysis			
Physician Name _____					
Note: If it's medical occurrence, send it to the physician involved, otherwise send it directly to the person or department involved.					
Refer to _____					
Department Head Name	Signature	University No.	Date & Time Notified		

<b>PART H</b>	<b>PHYSICIAN FOLLOW-UP NOTIFICATION</b> (This part will be filled only in case of Patient Injury)				
	Physician notified	<input type="checkbox"/> YES	<input type="checkbox"/> No	Date & Time _____	
	Nature of treatment / exam	<input type="checkbox"/> First Aid		<input type="checkbox"/> Observation	<input type="checkbox"/> Wound Dressing
		<input type="checkbox"/> Medication		<input type="checkbox"/> CT/X-ray	<input type="checkbox"/> Sutures
<input type="checkbox"/> Return to Work		<input type="checkbox"/> Sick leave	<input type="checkbox"/> Refer to Hospital		
<input type="checkbox"/> Other (Specify) _____					
Physician Implementation & Recommendation _____					
<b>SEVERITY CODES (Please check one)</b>					
Minor	No injury or minor treatment, i.e. abrasions, No increased level of care.				
Moderate	Increased level of care, i.e. Vital sign changes, decreased level of consciousness, additional medication.				
Major	Temporary/permanent lessening of body functions (sensory, motor, physiologic, or intellectual) not related to the natural course of the patient's illness, underlying condition, or disfigurement, i.e., Surgical intervention required.				
Sentinel/Catastrophic	DEATH or MAJOR permanent loss of function (sensory, motor, physiologic, or intellectual), i.e., human error, behavior, system failure, or all of the above, and not due to disease.				
Near Miss	The event may lead to an accident, injury, or illness but has not occurred.				
Physician Name		Signature & Stamp	University No.	Date & Time	
<b>PART I ACTION TAKEN (TO BE COMPLETED BY INVOLVED DEPARTMENT FOR FOLLOW-UP)</b>					
CORRECTIVE ACTION TAKEN (to be completed by department/ as appropriate)					
RECOMMENDATION TO PREVENT RECURRENCE (Special observation and/or Precautions)					
Department Head Name	Signature	University No.	Department	Date & Time	
Note: Send this form to Quality & Patient Safety Department upon completion with No Blame Approach.					
<b>PART J QUALITY &amp; PATIENT SAFETY REVIEW AND EVALUATION</b>					
OVR Reference No.			Date & Time OVR received		
CORRECTIVE ACTIONS TAKEN	<input type="checkbox"/> Complete and Appropriate		<input type="checkbox"/> Incomplete and Inappropriate		
REFERRED FOR	<input type="checkbox"/> Action Documentation on OVR Form		<input type="checkbox"/> Others (Specify):		
COMMENTS _____					
<b>IMPLEMENTATION PLAN</b>					
<input type="checkbox"/> Refer for further follow-up		<input type="checkbox"/> Policy & Procedure Review			
<input type="checkbox"/> Refer to practice pattern		<input type="checkbox"/> New Policy & Procedure Development			
<input type="checkbox"/> Refer to Administrative affairs		<input type="checkbox"/> Others (Specify):			
<input type="checkbox"/> Training/Education					
Signature of Assistant of General Director for Medical Services			Date & Time		
Signature of Quality & Patient Safety Head			Date & Time		



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## Attachment No. (11) Controlled Drug Prescription form.

رقم الوصفة: ..... / م  
تاريخ الوصفة: ..... / / م



جامعة أم القرى  
الكلية الطبية الجامعية

(مادة مقيدة)

### وصفة طبية للأدوية الخاضعة للرقابة CONTROLLED DRUG PRESCRIPTION (NARCOTIC & PSYCHOTROPIC)

CLINIC					العيادة
<b>PATIENT'S INFORMATION</b> بيانات المريض					
Full Patient's Name					اسم المريض الرباعي
Nationality		الجنسية	ID NO.		رقم الهوية / الإقامة
Sex	Female أنثى <input type="checkbox"/> Male ذكر <input type="checkbox"/>	الجنس	File NO.		رقم الملف الطبي
Weight (kg)		الوزن	Age		العمر
<b>PATIENT'S HISTORY</b> التاريخ المرضي					
Diagnosis					التشخيص
Allergy					الحساسية
Lactation	NO لا <input type="checkbox"/> YES نعم <input type="checkbox"/>	الرضاعة	Pregnancy	NO لا <input type="checkbox"/> YES نعم <input type="checkbox"/>	الحمل
<b>FOR AUTHORIZED PHYSICIAN ONLY</b> خاص بالطبيب المعالج فقط					
Trade Name		الاسم التجاري	Generic Name		الاسم العلمي
Dosage Form	Rectal شرجي <input type="checkbox"/> I.M. بالعضل <input type="checkbox"/> I.V. بالوريد <input type="checkbox"/> Tab أقراص <input type="checkbox"/>				الشكل الصيدلاني
Dose Words & Numbers					الجرعة رقما وكتابة
Frequency					عدد المرات
Duration (Length of therapy)					المدة (طول فترة العلاج)
<b>For IV &amp; IM Medication</b> عند استخدام الأدوية الوريدية والعضلية					
Giving Dose Words & Numbers					الجرعة المعطاة رقما وكتابة
Discarded Dose Words & Numbers					الجرعة المتبقية رقما وكتابة
Frequency Words & Numbers					مدة العلاج رقما وكتابة
Dr.'s ID NO.		هوية الطبيب	Dr.'s Name		اسم الطبيب
Dr.'s Stamp		ختم الطبيب	Dr.'s Signature		توقيع الطبيب
<b>FOR NURSING USE ONLY (I.V. &amp; I.M. MEDICATIONS)</b> خاص بالتمريض فقط (عند استخدام الأدوية الوريدية والعضلية)					
Witness Physician's Name		اسم الطبيب الشاهد	Name of Nurse		اسم الممرضة / المستلم
Witness Physician's ID		رقم هوية الطبيب الشاهد	Nurse ID		رقم هوية الممرضة / المستلم
Witness Physician's Sign.		توقيع الطبيب الشاهد	Received Date		تاريخ الاستلام
Witness Physician's Stamp		ختم الطبيب الشاهد	Returned Quant.		الكمية المرتجعة
			Return Date		تاريخ الرجوع
			Nurse's Sign.		توقيع الممرضة / المستلم
			Nurse's Stamp		ختم الممرضة / المستلم
<b>FOR PHARMACY USE ONLY</b> خاص بالصيدلية فقط					
Received By Name		اسم المستلم	Issued Quantity		الكمية المصروفة
Received ID		رقم هوية المستلم	Dosage Form		الشكل الصيدلاني
Relative Relation	Patient المريض نفسه <input type="checkbox"/> Mother أم <input type="checkbox"/> Father أب <input type="checkbox"/> Daughter ابنة <input type="checkbox"/> Son ابن <input type="checkbox"/> Sister أخت <input type="checkbox"/> Brother أخ <input type="checkbox"/> Wife زوجة <input type="checkbox"/> Husband زوج <input type="checkbox"/>	صلة القرابة	Dose		الجرعة
Received Date		تاريخ الاستلام	Dispenser Name		اسم الصيدلي
Mobile No.		رقم الجوال	Dispenser ID		رقم هوية الصيدلي
Patient's Address		عنوان سكن المريض	Delivery Date		تاريخ التسليم
Received Sign.		توقيع المستلم	Sign.		توقيع الصيدلي
			Stamp		الختم

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**Title:** Attachments

## Attachment No. (12) Medication Error Reporting Form.

Kingdom of Saudi Arabia  
 Ministry of Education  
 Umm Al-Qura University  
 University Medical Clinic



المملكة العربية السعودية  
 وزارة التعليم  
 جامعة أم القرى  
 كلية الطب الطبية الجامعية

### Medication Error Reporting Form

Date of event				Time of event	
Location of event	<input type="checkbox"/> Clinic <input type="checkbox"/> Pharmacy <input type="checkbox"/> Others _____				
Type of error	<input type="checkbox"/> Prescribing <input type="checkbox"/> Dispensing <input type="checkbox"/> Administration <input type="checkbox"/> Others (Specify) _____				
<b>Patient Details</b>					
MR Number		Age		Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Diagnosis					
<b>Description of the event (How did the event occur and how was it detected?)</b>					
_____ _____ _____					
<b>Details of medicines involved in the event</b>					
S. No.	Dosage Form	Generic Name	Strength	Frequency	
Did the error reach the patient? <input type="checkbox"/> YES <input type="checkbox"/> NO					
<b>Outcome of the event</b>					
No Error	<input type="checkbox"/> Events have potential to cause error		Error, No harm	<input type="checkbox"/> Error did not reach patient <input type="checkbox"/> No harm <input type="checkbox"/> No harm but requires monitoring	
Error, Harm	<input type="checkbox"/> Temporary harm requiring treatment <input type="checkbox"/> Temporary harm requiring hospitalization <input type="checkbox"/> Permanent harm <input type="checkbox"/> Near death event		Error, Death	<input type="checkbox"/> Death	
<b>Possible causes &amp; contributing factors</b>					
<input type="checkbox"/> Lack of knowledge/ Experience <input type="checkbox"/> Illegible prescription <input type="checkbox"/> Look alike/ Sound alike medication <input type="checkbox"/> Wrong labeling/ Instruction <input type="checkbox"/> Use of abbreviations			<input type="checkbox"/> Unavailable patient information <input type="checkbox"/> Peak hour <input type="checkbox"/> Miscommunication <input type="checkbox"/> Failure to adhere to work procedure <input type="checkbox"/> Others _____		
<b>Details of reporter (optional)</b>					
Name					
Job title		Mobile No.			
<b>Intervention done</b>					
<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) _____		



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## Attachment No. (13) Housekeeping Guideline



### دليل عملي النظافة Housekeeping Guideline

#### How to clean

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

#### How to protect yourself while cleaning



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

#### كيفية حماية نفسك أثناء التنظيف

- ارتداء المعدات الوقائية (الكمامة الطبية – حماية العينين – المعطف النظيف – القفازات) قبل التنظيف.





Title: Attachments

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



## Guidelines on Blood and Body Fluid Spillages



Take your spill kit to the spillage area.



Put on protective clothing.



Spray spill and surrounding area with disinfectant.



Sprinkle adsorbent granules over the spill, working from the outer edge to the center of the spill.



Once gel is foamed, use scoop and scraper to remove the congealed spill.



Place scoop, contents and scraper into bio hazard bag.



Re-spray area with disinfectant.



Use absorbent wipes to further clean spill area and place used wipes into bio hazard bag.



Remove protective clothing and place into bio hazard bag.



Seal the bag and dispose of in a safe, appropriate manner.



Clean hands with skin hygiene product and dispose of packaging.



Title: Attachments

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



### SHAERPS INJURY



#### STEPS TO AVOID INJURY

- Avoid removing, bending, breaking, or re-capping needles.
- Always use a patient sharps system.
- Don't put your fingers inside the container.
- Always dispose of a sharp at the point of use.
- Don't force sharps into the container.
- Always close sharps containers when  $\frac{3}{4}$  full.
- Ensure the source and date are completed on the sharps box.



#### WHAT TO DO IN THE EVENT OF NEEDLESTICK INJURY

- **BLEED IT**, squeeze the wound to encourage bleeding.
- **WASH IT**, with soap under warm running water.
- **COVER IT**, with a waterproof dressing.
- **REPORT IT**, immediately to your manager to check the patient's status, fill up the **OVR form**, and proceed it to the **IPC Department**.





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Title: Attachments

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

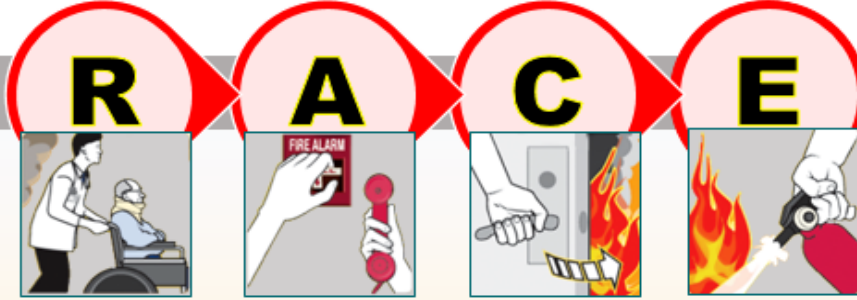


جامعة أم القرى

### 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:



#### Rescue

anyone in immediate danger of the fire

انقذ المرضى

#### Alarm

Activate the nearest fire alarm & call fire response phone No.

شغّل جهاز الإنذار

#### Contain

fire by closing all doors in the fire area.

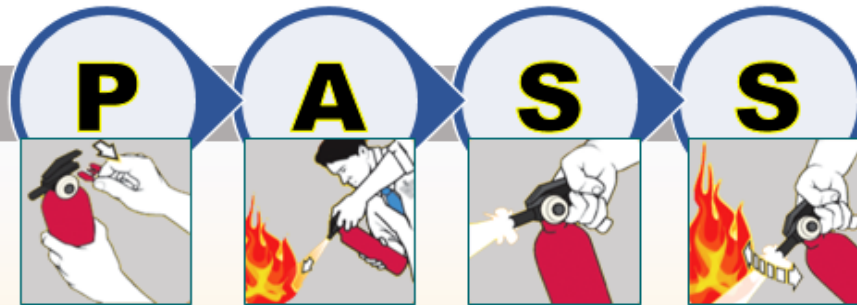
احتوي الحريق

#### Extinguish

small fires. If cannot, leave the area and close the door.

أطفئ الحريق والإخلاء

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



#### Pull

the pin, release a lock latch.

اسحب مسمار الأمان

#### Aim

the extinguisher at the base of the fire.

وجه الخرطوم نحو الحريق

#### Squeeze

the handle of the fire extinguisher.

اضغط على المقبض

#### Sweep

from side-to-side at the base of the flame.

إدفع باتجاه قاعدة الاشتعال



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Title: Attachments

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

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٠٣١

### نموذج طلب المشاركة في فعاليات التوعية الصحية لمنسوبي العيادة الطبية الجامعية Application Form for participation in UMC Health Awareness Activities

Applicant's Name			اسم مقدم الطلب	
Department			القسم	
Health Awareness Title			عنوان الفعالية الصحية	
Participation Type	<b>1- Attendance:</b> <input type="checkbox"/> Standing on the awareness corner <b>2- Scientific:</b> <input type="checkbox"/> Scientific content <input type="checkbox"/> Educational video <input type="checkbox"/> Introductory stands <input type="checkbox"/> PowerPoint presentation <input type="checkbox"/> Pamphlets <input type="checkbox"/> Awareness poster <b>3- Designs:</b> <input type="checkbox"/> Announcement of the event <input type="checkbox"/> Infographic <input type="checkbox"/> Anthropomorphic		-١ حاضرة: <input type="checkbox"/> الوقوف على الركن التوعوي -٢ علمية: <input type="checkbox"/> إعداد محتوى علمي <input type="checkbox"/> عمل فيديو توعوي <input type="checkbox"/> ستاندات تعريفية <input type="checkbox"/> إعداد عرض بوربوينت <input type="checkbox"/> مطويات <input type="checkbox"/> ملصق توعوي -٣ فنية: <input type="checkbox"/> إعلان فعالية <input type="checkbox"/> انفوجرافيك <input type="checkbox"/> مجسم	نوع المشاركة
	Scientific Source (source link attached)			المصدر العلمي (يرفق رابط المصدر)
	Awareness Coordinator	التاريخ	الاسم	منسق الفعالية
Direct Manager	التاريخ	الاسم	الرئيس المباشر	
Public Health Department			خاص بقسم الصحة العامة	
Disagree لا أوافق <input type="checkbox"/> Agree أوافق <input type="checkbox"/>				
Reason			السبب	
Head of Public Health Department			رئيس/ة قسم الصحة العامة	
Name			الاسم	
Signature	التوقيع	Date	التاريخ	



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## Attachment No. (18) Application Form for implementing a health awareness event at the UMC.

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Ministry of Education  
Umm Al-Qura University  
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### نموذج تنفيذ فعالية صحية Health Awareness Implementation Proposal

(This form is to be filled out by the event coordinator - يجب تعبئة هذا النموذج من قبل منسق الفعالية)

Health Awareness Title				عنوان الفعالية الصحية
	Time الوقت			Day اليوم
Event Place				مكان الفعالية
Event Slogan				شعار الفعالية
Target Group				الفئة المستهدفة
Effectiveness Goals				أهداف الفعالية
Event Content				محتوى الفعالية
Distribution of Event Corners (a Sketch of corners)				توزيع أركان الفعالية (رسم كروكي للأركان)
Participating institutions (If any)				الجهات المشاركة (إن وجدت)
				أسماء المشاركين وتوزيع المحتوى participants' names & content distribution
Event coordinator				منسق الفعالية
Name				الاسم
Signature	التوقيع	Date		التاريخ
Public Health Department				خاص بقسم الصحة العامة
Disagree لا أوافق <input type="checkbox"/> Agree أوافق <input type="checkbox"/>				
Reason				السبب
Head of Public Health Department				رئيس/ة له قسم الصحة العامة
Name				الاسم
Signature	التوقيع	Date		التاريخ



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## Attachment No. (19) Application form to attend a medical conference for the UMC employees.

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### نموذج طلب حضور مؤتمر، ندوة، دورة، ورشة عمل لمنسوبي العيادة الطبية الجامعية

رقم المنسوب	الاسم
/ /	المسمى الوظيفي
الجهة المنظمة	عنوان النشاط
الدولة / المدينة	المكان
/ /	المدة
المشاركة ( ورقة عمل / بحث / ورشة عمل).	نوع المشاركة <input type="checkbox"/> حضور فقط. <input type="checkbox"/>
أوافق على حضوره النشاط العلمي. <input type="checkbox"/> لا أوافق، السبب:	رأي الرئيس المباشر
التوقيع: / / التاريخ:	الاسم: / / التاريخ:
أوافق على حضوره النشاط العلمي. <input type="checkbox"/> لا نوافق، السبب:	رأي اللجنة الفنية للتطوير المهني والتعليم الطبي المستمر
التوقيع: / / التاريخ:	الاسم: / / التاريخ:
إدارة العيادة الطبية الجامعية	
مدير عام العيادة الطبية الجامعية الدكتور/ ياسر بن حسن باحكيم	
التوقيع: / /	التاريخ: / / ١٤

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