Outpatient Journey Policy

A. Registration Process for New Patients

If you are a new patient/client of SGH, We will need to create a record for you in our systems in order to retain your data and ensure optimum service quality.

We have created multiple channels for you to register directly into our records; either through QR code, online, Application, Call Center, or the hospital website.

Upon registration, our staff will need to check if you have ever been admitted to SGH Dubai or visited the Emergency or Outpatient Departments, this step is needed to ensure that your records are not mixed with someone else. Our staff member will also ask you about your mobile number or name to ensure no existing record.

As per UAE laws and regulations, Our staff member will collect an official identity document (e.g., Emirates ID card, Passport, License) from you. Your data will be kept in its allocated fields in our system and shall be safe and secure

B. Appointment Scheduling in OPD

Availability

SGH is working on providing convenient options to facilitate your journey, So We have created the following ways of booking an appointment:

- Via call center, via QR code, WhatsApp, online, or through the hospital website,

Once you approach us to schedule an appointment, You will be provided information on the next available appointment based on the available schedule and you will be informed of any delays or long wait times.

If you arrive to our premises without an appointment, You can check the physician's availability at the main reception desk.

If the doctor is fully booked, our team shall do all the needful to provide you with a convenient appointment. If not possible, we will appreciate your patience.

In some circumstances when you can't wait to be booked with your preferred physician's availability, you may book with another physician of the same specialties, all our physicians are well qualified and trained.

In the occasions when you have needs that require immediate medical check, you may visit our ED.

Appointment confirmation

You will receive a confirmation call and/or SMS prior to the appointment day.

In case of any change in physician’s schedule, Our call center team will inform you ahead of your appointment time, If you couldn't answer, you will receive a message on your registered mobile phone number.

Follow-up Appointments

If your condition requires a follow-up appointment with the same doctor, you may be offered assistance to schedule a follow-up appointment as directed by the physician.

Our CSR team will ensure booking your appointment within 7 days of the original visit free of charge.

What will happen if no available appointments within 7 days?

Don't worry, our team will advise you to see another doctor within the same specialty within 7 days. In case If this option doesn't match your preference, or if no other doctor is available, You will be entitled to a free follow-up once the original doctor becomes available. A corresponding comment will be documented in our system.

Check-In

Take a token number from the Qmatic machine in the OPD area, proceed to the waiting area and remain seated. A Customer Service Representative (CSR) will call your token number via the Qmatic system and direct you to the designated counter for check-in.

Outpatient Journey Policy

To ensure **continuous and coordinated care**, please **retain and use the same token number** when proceeding to the **Radiology, Laboratory, and Pharmacy** departments. This helps streamline your journey across services and supports accurate tracking of your visit.
Upon presentation to our hospital, Our staff members shall check you, This is important to ensure that you are going to be seen by the right designated doctor, department, and on the right appointment time. By completing this step, our medical staff members shall be able to access your current visit details and verify your information.

Late arrival *(10 minutes)*
Patients who arrive late for their scheduled appointment will be classified as walk-in patients. You will be accommodated as time permits by being scheduled between patients who arrived on time.

No Show
In case you didn't show up for your appointment, You will be called to inquire about the reason and you may be offered to reschedule if necessary.

Cancellation
If you opt to cancel the appointment at any point of time, you may call our call center, cancel through our application or through any of our outpatient clinics counters. You will receive an automated confirmation message.

C. Billing Process and Check-in for Procedure for Patients

At this step, you will be required to present your insurance policy details. A monetary amount may be collected from you based on the insurance policy you hold. In case of no insurance policy, you will be required to provide the Doctor's fees. Both cash and debit cards are accepted.

If you are an insurance patient, we will provide you with a procedure approval copy, which you will need to take to the designated OPD Billing Reception as part of your Admission/Surgical Booking process.

SGH contracts with all prominent registered insurance companies in the UAE, we are happy to support you through the approval process by providing clarification related to the medical case or addressing any related queries. Insurance approval may require you to contact your insurer as the insurance policy itself entails private benefits between you and the insurance company.

If you are a cash patient, on the day of your procedure, Your physician will need to complete a Cost Estimate Form that includes the corresponding CPT Code. Our team will assist you in this process.

Once you have filled out the form, you will be accompanied by our staff to the designated OPD Billing area, where they will provide you with an estimated cost for your procedure. You will need to review and counter-sign this estimate.

In case you are checking in for a procedure, Please be ready to set a deposit as an advance payment for your procedure, this may apply also if you are an insured patient as some insurance policies don't cover the full procedure price. Upon payment, you will receive a receipt.

D. Waiting and Calling-in

After billing and Check-in, take a seat and the CSR will call the nurse to inform that the patient is ready for consultation.

The assigned nurse will call you through the Qmatic system and guide you to proceed to the designated clinic room, where the nurse will conduct an assessment.

We recognize that waiting times may vary across specialties, particularly when physicians are delayed due to ongoing surgeries or urgent emergency interventions. These delays can affect scheduled consultations and patient satisfaction. In such cases, our nurses will proactively inform and update you regarding your status in the queue and any anticipated delays.

Outpatient Journey Policy

In case of extended delays, our nurses will provide you an **option to consult with another available physician from the same specialty** if clinically appropriate. Alternatively, patients may choose to **reschedule their appointment** at a more convenient time based on their preference and medical needs.

E. Nursing Assessment

Our nurses are trained to present themselves to you and ensure that your care is safe and appropriate.

Upon the nurse assessment, our nurse shall countercheck the appointment list and identify you using your full name, MRN. Then crosscheck if it matches the receipt print out name.

The nurse shall assess your vital signs and pain, take history, and record all the information in the EHR, an ongoing assessment may be conducted in some cases. The nurse then shall record any significant changes in your condition into the EHR.

The nurse shall tell the physician that you are ready for physician assessment.

If this is your initial assessment, it is expected to be completed within 30 minutes from your arrival.

F. Physician Consultation

If this is your initial assessment, the physician is going to conduct and complete the assessment upon the consultation visit, All collected information shall be recorded on the EHR. The doctor is going to discuss the proposed treatments, available alternatives, and any associated risks and complications with you and/or your family.

For your safety and care, make sure that the information provided to the healthcare providers are clear, complete and up to date.

If this is not your first visit, the physician may conduct a reassessment in line to your specific condition.

If you visited us after 30 days of your previous visit, an initial assessment is going to be completed.

Upon completion of the assessment, the physician is going to conduct a comprehensive physical examination, establish a preliminary or final diagnosis, and document it in the EHR.

After the consultation, the physician will discuss with you treatment options and confirm your understanding of the management plan. Accordingly the physician shall prescribe treatment and/or order investigations or procedures, along with their corresponding CPT codes into the system.

G. Check-Out

Upon completion of physician consultation, The nurse shall guide and assist you to the next step of care. i.e. laboratory or radiology department reception.

The nurse shall prepare the insurance claim form for the physician to complete, and submit it for approval according to your insurance policy. Upon approval, The nurse is going to notify you to come and undergo the investigation.

H. Disposition

Referral to another Specialty Doctor

In case your condition required to refer you to be seen by another specialist, Our physician shall enter the referral or transfer details in the EHR, including the reason and any relevant remarks.

Our nurse will be able to guide you through the process.

If you are an insured patient, your co-payment is going to be waived.

I. Laboratory Reception

Outpatient Journey Policy

Your doctor will place a lab test order in our system (HIS) after reviewing your condition and what tests are needed.

Proceed to the Lab Reception Counter, where our team will welcome you and begin the process.

Our Customer Service Representative (CSR) will access your lab order using your Medical Record Number (MRN) or your mobile number.

The CSR will confirm the details of your lab request and make sure everything is accurate before moving forward.

Our team will verify your insurance coverage. If you are a self-paying patient, we will guide you through the billing process clearly and respectfully.

A bill will be generated specifically for your phlebotomy (blood collection) service.

Take a seat and wait for your token number to be called. Our team uses a fair and orderly system to ensure everyone is served in turn.
Once it's your turn, we'll print barcoded labels for your requested tests to ensure precision and traceability.

Our phlebotomy team will perform the blood draw with skill and care. If you're anxious or have had previous concerns, please let us know—we're here to support you.

Your samples will be labelled in front of you to ensure full transparency. We will clearly mark the Date and time of collection and Initials of the person who collected your sample.

Before you leave, our team will explain how and when your lab results will be communicated to you— whether via phone, patient portal, or a follow-up with your doctor.

If you are required to provide other samples:

- You'll receive instructions on how to collect them properly.
- You'll be guided to the designated drop-off area to ensure everything is done safely and efficiently.

Once your samples are collected and labelled, you are free to leave the lab. Please let our team know if you need any further assistance or follow-up.

J. Radiology reception

The physician will assess your condition and place an order for the necessary radiology procedure based on your clinical needs.

Once the physician has placed the order, our nurse will assist in referring you to the Radiology Department. They will explain the process to you, answer any questions you may have, and make sure you're fully informed and comfortable moving forward.

When you arrive at the Radiology Department, our reception staff will welcome you and confirm your scheduled procedure. To ensure your safety, our Radiology Customer Service Representative will identify you using your full name and Medical Record Number (MRN). Before your procedure, they will assist in completing billing and insurance clearance. We will clearly explain any financial steps, ensuring transparency and understanding.

Once billing is complete, you will be guided to the designated room for your procedure. Our radiology team will confirm the procedure being done, make sure you are comfortable, and explain what to expect during the process.

K. Outpatient Pharmacy

After your doctor's visit, the prescription will be sent electronically to the Outpatient Pharmacy through our secure system.

Outpatient Journey Policy

When you arrive at the pharmacy, the pharmacy team will ask for your Emirates ID or MRN (Medical Record Number) to verify your identity. We will check your prescription details to ensure that everything is accurate and safe for you.

If your medication is covered by insurance, We will process the claim and let you know if any copayment is required.

If it's not covered, We will inform you of the price and guide you on the payment process before dispensing.

Our pharmacists will carefully prepare your medications. During this time:

- You may be asked to wait briefly.
- You may receive an SMS when you medication is ready for pick up.

Before handing you your medication, our pharmacist will explain how to take take medicine safely, including:

- Dosage and timing,
- Food or activity restrictions,
- Possible side effects,
- Storage instructions.

L. Transfer to ER

Sometimes, during your visit to the Outpatient Department (OPD), your healthcare team may determine that additional procedures or care are needed—care that goes beyond what OPD can safely provide.

In such cases, your OPD appointment will be cancelled, and you will be referred to the Emergency Department (ED) Triage for further evaluation and care.

Our nurses and staff will ensure that this transition is smooth and well-communicated. You will be guided respectfully to the ED triage area, where your condition will be reassessed, and the appropriate care will be provide.

M. OPD Urgent Care Center

We also have an OPD Urgent Care Center (UCC) for certain specialties. If you require assistance such as IV, IC or SC medication and your case does not require full emergency services, our team will direct you to the OPD UCC.

If you're being transferred to OPD-UCC:

- The primary nurse will confirm bed availability.
- You'll be informed of any waiting time.
- You'll be safely transferred to OPD UCC with all your care documents (SBAR, Drug Profile, Injection Card if needed) and your ID Band.

Once your physician prescribes a medication (IV, IM, or SC), our Porter will collect it from the pharmacy on your behalf.

For your safety, you will not be asked to collect or receive injections in the pharmacy. If your condition requires urgent relief (like fever, vomiting, or pain), our team may use available UCC floor stock to treat you immediately. The same medication will be requested from the pharmacy afterward to replenish the stock.

Additional Medications (e.g., Antihistamines): If you need further medication, your doctor will place an order in the system. Our UCC Nurse will administer it from our floor stock, and the Porter will collect the prescribed medicine from the pharmacy to maintain stock levels.

To reduce movement and discomfort, any required blood tests will be done in the OPD-UCC itself. This helps avoid multiple pricks and long walks between departments. If your treatment involves lab tests, the Primary Nurse will help process billing through the Lab CSR,

collect the tubes and barcodes, and hand them over to our UCC Nurse for completion of the tests.

Before receiving any medication, the UCC Nurse will:

- Check the doctor's order in the EHR.
- Match it with your drug profile or injection card.
- Confirm your identity using standard safety checks.

Our team will monitor you closely during treatment. If there are any signs of allergic reaction, medication will be stopped immediately, and your doctor will be informed. If all is well, the nurse will complete the infusion safely.

- OPD Physician: Will assess your condition and determine if you need to be seen by a specialist.
- On-call Specialist or GP: Will evaluate you further and decide whether admission is the best option.

N. Admission to Inpatient

Once your admission is confirmed:

- The admitting physician notifies the care team about your admission.
- The OPD nurse call and informs the Nursing Supervisor regarding bed availability and begins the necessary paperwork.
- The Nursing Supervisor finds you an available bed in the appropriate ward.
- The Medical Resident/Physician prepares your treatment orders (medication, labs, etc.).
- The Staff Nurse will:
  - Place a secure ID band on your wrist for safety.
  - Place an Allergy Alert Band if you have any known
  - Fill out a structured communication form (SBAR) to help our team understand your background and needs.

Admission Documentation and Financial Counselling:

- Our Admission Officer will collect the required documents (Emirates ID, Passport, Visa, Employer Details, etc.) and obtain signatures for consent forms.
- A minimum of **80% of the estimated admission cost** must be paid **in advance** prior to admission. The **Admission Team** will prepare and provide the cost estimate, which includes **average, minimum, and maximum ranges** to allow you to make informed financial decisions.
- An advance cheque may be required if applicable. It has to be from resident and a legal department-prepared form must accompany the cheque to ensure proper documentation.

Exceptions and Adjustments:

- The Hospital Director reserves the right to reduce the required prepayment to as low as 50% in specific cases.
- Any **waiver of the prepayment requirement** must be **fully justified in writing** and **co-signed by both the Hospital Director and the Head of Finance.**

Refund and Billing Cancellations:

Financial and Insurance Review:

- The Admission Officer will assess your payment capability based on factors like insurance, job status, and how you arrived.
- If any concerns arise (e.g., delays in insurance approvals or incomplete documentation), the relevant departments will be notified promptly.
- In cases where insurance approvals are pending, you may be placed in a temporary observation area where care will continue uninterrupted until formal admission is processed.

Admission Processing and Pre-Transfer Monitoring

- Once financial clearance is obtained, the Admission Officer will finalize the admission paperwork.

Outpatient Journey Policy

- The OPD nurse will continue to monitor you and educate your family on what to expect during your wait time or observation period.

Transfer to the Ward

- Once a bed is confirmed, the nurse will assist you, and hand you over safely to your new nurse in the ward.
- The ward team will orient you to the room, Review all your medical details and begin a full nursing assessment and Make sure your tests, medications, and care plan are ready to begin without delay.