
 جامعة الإمارات العربية المتحدة United Arab Emirates University  	<b>Student Affairs Deanship Policies Manual</b>	Policy Number	SA-05
		Effective Date	02-Mar-2014
	<b>Subject</b> Health Services	Most Recent Review Date	01-Dec-2013
	<b>Responsible Office:</b> DVC for Students Affairs & Enrollment	Due Date for Next Review	01-Sep-2016
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## 5. Health Services

### Overview

Details standards of health care services provided to the University enrolled students.

### Scope


Applies to all the University enrolled undergraduate and graduate students.

### Objective

The University values and cares about the wellbeing of its students, and therefore is committed to providing the necessary health services and referrals to health care centers in a timely manner. The Policy elaborates on services delivered and provides guidance for users.

### Policy

1. University students and other authorized students are eligible to use University Health Services.
2. Guests and employees who might need urgent health care are entitled to receive first aid services, and then will be directed to external health care centers.
3. University Health Services staff must work with patients in a partnership built on trust. They must be honest and act with integrity and openness. Patients must be treated in a professional and considerate way.
4. The University will:
  - a) Provide responsive medical services to address health problems, illnesses, and injuries by either treating them on-site or by having access to treatment in a recognized medical center.
  - b) Provide programs and information that are accessible to students to help them improve their own level of personal health and wellbeing.
  - c) Provide programs for the prevention of illness and injury.
5. The University respects the confidentiality of the health care records of its students and will take all necessary measures to ensure their privacy.
6. The University will facilitate the process of student health insurance coverage according to its Policies and Procedures.
7. The University Health Services conduct itself in compliance with Health Authority-Abu Dhabi (HAAD) Policies, Procedures, Rules, and Guidelines.

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		Effective Date	01-Sep-2014
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## Procedures of Policy No. (5) - Health Services

### 1. Confidentiality


- a) The University Health Services has the responsibility to maintain confidentiality, including medical, financial, and administrative data related to its service.
- b) Confidential documents (including medical records, reports, computer printouts, hospital database, statistics, and observations) should be held in a secure area.
- c) Information related to medical records must not be released outside the University Health Service unless:
  - (i) Authorized by the patient,
  - (ii) Required for continuity of care by another health care provider,
  - (iii) Requested by the court, or
  - (iv) Required for the purpose of research, documentation or medical audit, statistics, or education.

### 2. Liability

- a) The University will only employ licensed doctors and nurses to work in the Health Services.
- b) Students will be treated with dignity and worth, listened to attentively, informed about their rights and responsibilities, and treated with a non-judgmental attitude.
- c) Student will be informed about the referral service.
- d) Students will be provided with adequate information and resources they may need within the resources of the University.
- e) Staff or students who transfer an ill or injured student to the hospital are protected by the Good Samaritan principle.

### 3. First Aid

- a) First aid is defined as the initial care of the ill or injured.
- b) The University Health Services must establish and follow the requirements for the provision of first aid. This includes:
  - (i) Meeting international requirements and standards.
  - (ii) Allocating and distributing first aid kits on campus according to the number of students and staff in the area.
  - (iii) Providing first aid training to staff members through an accredited health authority.
  - (iv) Establishing communications with external emergency services (e.g. ambulance) or other medical professionals in cases where a patient's needs exceed what is available in-house.
- c) Departments must ensure that first aid kits in their area of control are fully equipped and clearly labeled in, positioned in an accessible area, and are easy to find.
- d) The University Health Services will conduct monthly checks of first aid kits/rooms to ensure that first aid kits/rooms are fully serviceable and stocked.
- e) Signs with concise written and/or illustrated first aid instructions will be posted adjacent to the hazard and first aid equipment at all times.

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- f) The contents of a first aid kit may vary slightly, depending on the operational functions of the area where it is located.

#### 4. Patient Referral/Transfer

- a) Patients seeking services with problems beyond the scope or qualifications of the University Health Services will be referred to the appropriate health care provider for assistance.
- b) The University Health Services must ensure that the patient is stabilized before a transfer is made.
- c) The receiving health care provider must send a complete feedback form or report to the University Health Services after patient consultation, so that the University Health Services is informed about the medical condition of the patient and if necessary can provide follow-up care.

#### 5. Emergency

- a) In case of an emergency situation on campus where the Ambulatory Service is nearby, the licensed practitioner will attend to the emergency and treat or refer the patient appropriately.
- b) In case of an emergency situation occurring where there is no nearby Ambulatory Service, the Ambulance Service is called to the site and the patient is transferred to the nearest hospital for further care.

#### 6. Incidents

- a) Through effective planning, management and rehearsal, the University Health Services should be continuously ready to deal with any critical incident that may arise during normal campus activities.
- b) All accidents, incidents and hazards that occur in areas under the jurisdiction of the University and result in injury, potential for injury, ill health, damage or loss, should be reported to the University Health Services.
- c) All incidents shall be reported within (48) hours of the incident.
- d) The University Health Services shall retain all reports on investigations and findings in any incident.