

Cashier Office and Insurance Support

- After registration, please proceed to the Cashier Office for payment.
- For insurance-related inquiries, you may contact us at 4011 4025 or visit the Insurance Coordinator located at the Adult Emergency Department’s main entrance.

Emergency Department Triage and Waiting Process






Your wait time is determined by the urgency and severity of your medical condition, as assessed through the Canadian Triage and Acuity Scale (CTAS), not by the time of arrival.

Priority is given to patients with the most critical medical needs, including:

- Elderly aged 60 years and above
- Individuals with disabilities
- Other vulnerable populations

We aim to see patients within the below timeframes.

A Guide for Patients and Families to the 5 Level Triage and Acuity Scale

Priority	Urgency	Waiting Time
1	Resuscitation	 0 minutes
2	Emergency	 15 minutes
3	Urgent	 30 minutes
4	Less Urgent	 60 minutes
5	Non Urgent	 120 minutes



Family Presence in the Emergency Department

Family members are welcome to wait in the designated waiting areas and may also be present at the patient’s bedside, when appropriate, to provide comfort and support.

Pharmacy Services

- Pharmacy services are available within the Adult and Pediatric Emergency Departments.
- For Obstetrics and Gynecology Emergency Department patients, medications can be collected from the main hospital pharmacy, located near the main entrance.

Emergency Department Contact Information

For assistance or inquiries, please contact our main line at 4011 4444.

We are committed to ensuring your experience is smooth, comfortable, and person-centered.

Thank you for choosing Al Wakra Hospital.

# Your Guide to Emergency Services at Al Wakra Hospital



مستشفى الوكرة  
Al Wakra Hospital

عضو في مؤسسة حمد الطبية  
A Member of Hamad Medical Corporation

## Dear Valued Patient, Family Member, and Visitor,

Welcome to Al Wakra Hospital. We are committed to delivering compassionate, person-centered emergency care to patients who require immediate medical attention.

If you or someone with you is experiencing a life-threatening emergency, please call 999 immediately.

In the event that your child has been exposed to a harmful substance or has ingested something potentially dangerous, please contact the Qatar Poison Center without delay at 4003 1111 for urgent medical advice.

Your safety and wellbeing are our top priorities. Thank you for trusting us with your care.

## Emergency Services at Al Wakra Hospital

Al Wakra Hospital operates three dedicated 24/7 Emergency Departments, each designed to meet the specific needs of our patients:

### Adult Emergency Department (AED)

Services are available for patients aged 14 years and above. Patients under the age of 14 are seen only for critical conditions such as severe injuries or burns.

### Pediatric Emergency Department (PED)

Caring for children from birth to 14 years. Please note that routine immunizations and physical fitness check-ups should be completed at your local Primary Health Care Center.

**In accordance with Qatar law, all pediatric patients must be accompanied by a parent or legal guardian during their hospital visit or stay.**

### Obstetrics and Gynecology Emergency Department (Obs/Gyn ED)

Services are provided for female patients aged 14 and above who are in need of emergency obstetric or gynecological care.

## Access Information, Parking, and Support Services

### Nearest Gate and Location

The nearest gate for Emergency Department access is located directly off the bridge. For directions and map location, please scan the QR code:



AED and PED  
Gate 6



Obs/Gyn ED  
Gate 2

### Parking Information

- General parking is available on the right-hand side after driving down the bridge.
- Reserved handicapped parking spaces are clearly marked and available near all major entrances.

### Valet Parking Services

- Valet parking services are conveniently located opposite the Adult and Pediatric Emergency Department and are available daily from 6:00 AM to 11:00 PM.
- For patients visiting the Obstetrics and Gynecology Emergency Department, valet parking is available in front of OPD B, located down the bridge, and operates from 6:00 AM to 3:00 PM.



First 3 hours  
**25 QR**

For every additional hour  
**5QR**

### Wheelchair Assistance

Wheelchairs are available at the Emergency Department entrance. Our staff will gladly assist you upon arrival.

### Reception Desk

Upon arrival, please proceed to the reception with your valid health card and briefly explain the reason for your emergency visit. Our team will guide you through the next steps.