

### Clinical and Allied Health Services

We offer a full range of clinical and support departments working together to deliver coordinated, high-quality care:

- Pharmacy
- Laboratory
- Radiology
- Dietetics & Nutrition
- Rehabilitation & Respiratory Therapy

### Administrative and Support Services

Our non-clinical teams ensure smooth and compassionate service delivery through:

- Admitting Services
- Finance & Billing
- Customer Service (Nesma'ak)
- Security Services
- Social Services

### Parking

Designated parking areas are available around the hospital. Reserved parking spaces are clearly marked for individuals with disabilities.

### Taxi Station

A taxi pick-up and drop-off area is conveniently located at the hospital's main entrance.

### Valet Parking Services

Valet parking is available at the following locations:

- Outpatient Department (A & B) at the main entrance: 6:00 AM – 3:00 PM
- Adult & Pediatric Emergency Department: 6:00 AM – 11:00 PM



First 3 hours  
**25 QR**

For every additional hour  
**5QR**

### Wheelchair Assistance

Wheelchairs are available at the main entrance, emergency departments, and outpatient entrances. Our staff are happy to assist as needed.

### Elderly and Special Needs Support

Patients aged 60 and above, and individuals with special needs, are given priority assistance by our staff.

### Banking Services

A bank branch with ATM machine is located in the main hospital lobby for your convenience.

### Wi-Fi Access

Free Wi-Fi is available throughout the hospital for all patients and visitors. Simply connect using any Wi-Fi-enabled device.

### Prayer Rooms

A mosque is located in the main lobby, with separate prayer rooms available throughout the facility.

### Cafeteria and Chocolate Shop

A cafeteria and chocolate shop are located in the main lobbies of Al Wakra Hospital and Al Maha Pediatric Specialized Care Center. Food and coffee vending machines are also available.

### Smoking Policy

As per Qatar law, smoking is strictly prohibited in all public areas, including all Hamad Medical Corporation (HMC) grounds.

### Laundry Services

Laundry is provided only for hospital linens and towels.

### Charging Devices

For safety reasons, mobile charging stations are not available.

### Contacting a Patient

To connect with a patient at Al Wakra Hospital, please call the 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.

# Welcome to 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,

We are honored to support you during this time and extend our warmest wishes for a comfortable stay, a smooth recovery, and a positive experience with us.

At Al Wakra Hospital, we are deeply committed to delivering care that respects each patient's comfort, privacy, and personal preferences. Your dignity and individual needs are at the heart of everything we do.

Please note that, in accordance with our care and privacy standards, only the patient or a legal guardian if the patient is unable to make decisions, is authorized to discuss medical information with the healthcare team. This designated individual is also responsible for coordinating visitation and may appoint a trusted family member or friend to support the patient in both clinical and non-clinical aspects of care during the hospital stay.

To help us provide care that reflects your needs and preferences in the safest and most compassionate way, we kindly ask that you download, complete, and bring the following documents with you to your hospital visit:

- **My Care Passport**  
Your personal guide to what matters most. Bring this with you to every visit, it's your voice in your healing journey.
- **SAHL-E Tool**  
A short assessment that helps us understand your comfort level with common health terms, so we can better support your understanding.
- **Engaging in Your Care Experience**  
A helpful guide to better understand your role in the care process and how to actively participate in decisions about your health.

Your care, safety, and wellbeing are our highest priorities.

If you need assistance with booking your appointment, please contact Nesma'ak Customer Service at 16060. For calls from outside Qatar, dial +974 4406 6460.

We're here for you every step of the way.

## Key Services at Al Wakra Hospital

### Emergency Services

Available 24/7 for patients of all ages, including dedicated departments for Adults, Pediatrics, and Obstetrics & Gynecology.

### Inpatient Care

Round-the-clock care for acute medical conditions and Intensive Care Unit (ICU) admissions. Long-term inpatient care is provided for pediatric patients with complex health needs.

### Outpatient Services

Operating Sunday to Thursday, 7:00 AM to 3:00 PM, the following outpatient clinics are available:

- General Outpatient Department (GOPD)
- Obstetrics & Gynecology (Obs & Gyn OPD)
- Dental Services
- Rehabilitation OPD
- Child Development Center (located at Al Maha Pediatric Specialized Care Center)
- National Diabetes Center (located at Mesaieed General Hospital)

### Ambulatory Services

- Dialysis Unit: Sunday to Thursday, 6:00 AM to 10:00 PM, with on-call availability
- Intravenous Therapy Unit, Admission and Discharge Lounge: Sunday to Thursday, 6:00 AM to 10:00 PM, with on-call support

### Surgical & Procedural Services

Al Wakra Hospital is equipped with advanced operating theaters, including:

- Main Operating Theaters
- Obstetrics & Gynecology Theaters
- Day Care Surgery Units
- Bronchoscopy & Endoscopy Suites
- Specialized Burn Surgery Theater