



مؤسسة حمد الطبية  
Hamad Medical Corporation

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# Outpatient Handbook

Patient Journey to Outpatient Care

*Brought to you by Center for Patient Experience and Staff Engagement (CPSE)*





# WELCOME

Hamad Medical Corporation (HMC) is a non-profit organization and the main provider of secondary and tertiary healthcare in Qatar and one of the leading hospital providers in the Middle East. For more than four decades, HMC is committed to delivering the safest, most effective, and compassionate care to all its patients. HMC manages 12 hospitals – nine specialist hospitals and three community hospitals – as well as the National Ambulance Service and home and residential care services.

This outpatient handbook aims to empower you with knowledge and resources to help you make informed decisions and optimize your healthcare experience. It serves as your roadmap, outlining each step of the outpatient journey, from submitting a referral to a post-visit follow-up. It offers insights into what to expect at each stage, practical tips for preparation, and resources to support your journey.

Please take the time to familiarize yourself with the information contained in this handbook. If you have any questions about our services, policies, or other information, please do not hesitate to ask one of your care team.

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### **Mr. Nasser Al Naimi**

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The Center for Patient Experience and Staff Engagement (CPESE) has prepared this handbook to guide patients and their families. Its goal is to provide patients with the information and knowledge to successfully navigate their outpatient journey at Hamad Medical Corporation.

It is my sincere hope that this handbook would be helpful to patients and all stakeholders involved by giving them a comprehensive view of how to access healthcare services in Qatar.



# Introduction to Outpatient Care

Outpatient care plays a crucial role in delivering timely, accessible, and cost-effective healthcare to patients across a wide range of medical conditions and needs, while allowing them to remain in their homes and communities whenever possible.

Outpatient care refers to medical services provided to patients who do not require overnight hospitalization or prolonged observation. Instead, patients receive care during scheduled appointments or visits to medical facilities, clinics, or outpatient departments of hospitals, and return home on the same day.

To facilitate your outpatient experience, HMC has enlisted a team of highly dedicated and experienced professionals, the Referral and Booking Management System (RBMS) team who will efficiently manage the appointment system and guarantee that patients receive care on time.




# Outpatient Care – What it Entails

Outpatient care services account for a few different procedures, tests, and treatments a patient can receive.

- **Diagnosis and Evaluation:** Various diagnostic services such as laboratory tests, imaging studies (like X-rays, MRIs, CT scans), and other tests to evaluate patients' health condition.
- **Treatment and Management:** Patients receive a wide range of treatments and interventions in outpatient settings, including medication management, injections, wound care, physical therapy, occupational therapy, and counseling or psychotherapy.
- **Preventive Care:** Outpatient care emphasizes preventive measures to maintain overall health and prevent the onset or progression of diseases. This includes routine check-ups, vaccinations, screenings (such as mammogram and colonoscopy), and health education.
- **Chronic Disease Management:** Patients with chronic conditions, such as diabetes, hypertension, asthma, or heart disease, often receive ongoing management and monitoring through outpatient services. This may involve regular check-ups, medication adjustments, and lifestyle counseling.
- **Specialty Care:** Outpatient settings provide access to various medical specialties, including cardiology, gastroenterology, Neurology, Orthopedics, oncology, and many others. Patients can receive specialized consultations, diagnostic tests, and treatments tailored to their specific health needs.
- **Surgical Procedures:** Many minor surgical procedures are performed in outpatient settings, often referred to as ambulatory surgery centers. These procedures typically do not require overnight hospitalization and include surgeries such as cataract removal, hernia repair, joint arthroscopy, and skin lesion excision.
- **Rehabilitation and Therapy:** Outpatient care includes rehabilitation services for patients recovering from surgeries, injuries, or illnesses. This may involve physical therapy, occupational therapy, speech therapy, or other forms of rehabilitation to restore function and improve quality of life.





# The Referral and Booking Management System

The Referral and Booking Management System (RBMS) at HMC directs and control patient referrals daily to ensure the delivery of excellent medical care to patients. A few of their key responsibilities are:

- Scheduling appointments
- Managing appointment requests and waitlists
- Coordinating referrals
- Optimizing appointment slots
- Communicating with patients
- Rescheduling appointments and managing cancellations
- Managing appointment waitlist
- Coordinating with healthcare providers
- Providing support and assistance





Qatar’s healthcare system operates through the state-run Hamad Medical Corporation (HMC) and Primary Health Care Corporation (PHCC).

HMC hospitals and primary care health centers provide comprehensive, subsidized public healthcare to citizens and residents of Qatar.

## Levels of Care

### Primary Care

Primary care serves as the first point of contact within the healthcare system, offering comprehensive, accessible, community-based care that includes wellness, prevention, diagnosis, treatment, and referrals to specialists for people, families, and communities.

All around Qatar, PHCC facilities provide complete primary care, including emergency treatments.

### Secondary Care

Secondary care is a higher level of care that is usually more specialized than primary care. Patients typically need a referral from a primary care provider to access secondary care services, which are often provided by specialists in hospitals or specialty clinics.

#### HMC Secondary Care Facilities



Home Health Care Services



Qatar Rehabilitation Institute



Mental Health Services




Rumailah Hospital

Tertiary Care

Tertiary care provides highly specialized medical care, usually on referral from primary or secondary medical care personnel. It involves advanced medical technology and procedures and is often focused on the treatment of severe and complex conditions.

HMC Tertiary Care Facilities	
 Aisha Bint Hamad Al Attiyah Hospital	 Hazm Mebaireek General Hospital
 Al Wakra Hospital	 Heart Hospital
 Al Khor Hospital	 National Center for Cancer Care and Research
 Ambulatory Care Center	 The Cuban Hospital
 Communicable Disease Center	 Women's Wellness and Research Center
 Hamad General Hospital	 Hamad Dental Center

Clinical Services at HMC

 AMBULATORY CARE CENTER	
CLINICAL SERVICES	FIELD OF SPECIALTY
Cancer Services	<b>Hematology</b> (Clinical Hematology, Sickle Cell, and Thalassemia)  <b>Oncology</b> (Survivorship Breast/Gynecology, Breast Oncology, and Survivorship General)
Medicine	<b>Gastroenterology</b> (Endoscopy Procedure, General Gastroenterology, Hepatology, Inflammatory Bowel Disease)
Mental Health Services	Psychiatry
Nutrition and Dietetics	General Nutrition and Dietetics
Social Work	Social Work
Surgery Services	<b>Audiology</b> (Cochlear Implant, Dizziness and Balance, General Audiology, Hearing Aid, Hearing Assessment, Ototoxicity, Pediatric Audiology Screening, Verbal Therapy)  <b>Ear, Nose, and Throat (ENT)</b> (Head and Neck, Procedure Tracheostomy, Snoring and Obstruction, Patient Education, Swallow, Feeding and Voice)  <b>Ophthalmology</b> (Cornea, Diagnostic Electrophysiology, Glaucoma, Intravitreal Injection, Laser, Neuro-Ophthalmology, Pediatric Ophthalmology, Procedure Fluorescein Angiography, Procedure Oculoplastic, Procedure Sedation, Refraction, Rehabilitation, Retina, Retinopathy of Prematurity, Uveitis)  <b>Podiatry</b> (Anodyne Therapy and Procedure)  <b>Urology</b> (Andrology, Home Catheterization, Infertility, Urethra, Urology Patient Education, Urology Therapeutic Procedures, Uro-Oncology)
Therapies	Pelvic Pain Physiotherapy

## AL KHOR HOSPITAL

CLINICAL SERVICES	FIELD OF SPECIALTY
Cancer Services	Hematology
Cardiac Services	Cardiology and Cardiothoracic
Dentistry Services	Dental and Oral Services, Endodontics, Pedodontics
Dermatology	Skin, Nail, and Hair
Endocrinology and Diabetes	
General Medicine	
Gastroenterology	Endoscopy Procedure, General Gastroenterology, Hepatology, Inflammatory Bowel Disease (IBS)
Infectious Diseases	General and Tuberculosis
Mental Health Services	Psychiatry and Psychology
Nephrology	
Neurology	
Nutrition and Dietetics	General, Gynecology, Pediatric
Pediatric Services	Child Development Program, General Pediatric, Neonatology, Pediatric pulmonology
Pulmonology	Allergy and Immunology, Sleep Medicine, Smoking Cessation, Pulmonary
Rheumatology	<b>Inflammation</b> (Bones, Muscles, Joints, and Internal Organs)
Surgery Services	Audiology, ENT, General Surgery, Ophthalmology, Podiatry, Urology, Orthopedics, Plastic and Reconstructive Surgery, and Snoring
Therapy	Occupational Therapy and Physiotherapy
Women's Services	Gynecology and Obstetrics

## MENTAL HEALTH SERVICES

CLINICAL SERVICES	FIELD OF SPECIALTY
Allied Health Medical Services	Occupational Therapy, Physiotherapy, Dietetics, Social Worker Clinic
Child and Adolescent Mental Health Services (CAMHS)	Psychiatry, Psychology, Central Nervous System Clinic, Occupational Therapy, Speech and Language Therapy, Pediatric Dietetics
Community Outreach	
Psychiatry	Adult Psychiatry, Older Adult Psychiatry, Forensic Psychiatry, Perinatal Psychiatry, Learning Disability, Consultation Liaison Triage Clinic, Fitness committee, Attention Deficit Hyperactivity Disorder (ADHD), Premarital Clinic, Addiction Clinic, Outreach, Sleep Clinic, Central Nervous System Clinic, CBT, Psychotherapy, Community Clinic, Day Care, Post Discharge Clinic, Injection Clinic
Psychology	Step-Up Care Clinic, Adult Psychology

## AISHA BINT HAMAD AL-ATTIYAH HOSPITAL

CLINICAL SERVICES	FIELD OF SPECIALTY
Cancer Services	Hematology
Cardiac Services	Cardiology, Heart Failure, Holter, Echo
Dentistry Services	Dental and Oral Services, Endodontics, Pedodontics and Orthodontics
Dermatology	Skin, Nail, and Hair
Endocrinology and Diabetes	Medicine
Fine Needle Aspiration (FNA)	Endocrine, Thyroids
Infectious Diseases	General and Tuberculosis
Mental Health Services	Psychiatry and Psychology
Nephrology	Medicine
Neurology	Medicine
Nutrition and Dietetics	General Medicine, Bariatric Surgery
Pediatric Services	Orthopedics, ENT, Ophthalmology, Maxillo, Dermatology
Pulmonology	Chronic Obstructive Pulmonary Disease, Asthma, Lung Diseases, Pulmonary Function Tests
Rheumatology	<b>Inflammatory Diseases</b> (Muscles, Joints, and Bones)
Surgery Services	ENT, General Surgery, Ophthalmology, Podiatry, Urology, Oral and Craniomaxillofacial, Orthopedics, Bariatric, Anesthesia

## HAZM MEBAIREEK GENERAL HOSPITAL

CLINICAL SERVICES	FIELD OF SPECIALTY
Cancer Services	Hematology
Cardiac Services	Cardiology, Exercise Stress, Echocardiogram, Holter
Dentistry	Dental and Oral Services, Endodontics
Dermatology	Dermatology General, Procedure
Medicine Services	Infectious Diseases, General Medicine, Pulmonology, Rheumatology, Diabetic Education, Nephrology, Endocrinology
Nutrition and Dietetics	General Dietetics Clinic
Orthopedic Service	General Orthopedic, Trauma Orthopedic, Upper Extremity, Knee and Hip, Foot and Ankle, Spine Clinic
Physical Medicine and Rehabilitation	General Rehabilitation
Surgery Services	Acute Care, General Surgery, Plastic Surgery Hand, ENT
Therapy	<b>Prosthetic and Orthotic</b> (Prosthetic and Adult Orthotic, Prosthetics, Spinal Orthotics), Rehabilitation, Physiotherapy, Speech, Occupational Therapy
Urology Services	Urology General

## AL WAKRA HOSPITAL

CLINICAL SERVICES	FIELD OF SPECIALTY
Cardiac Services	Cardiology, Cardiac Rehabilitation, Anticoagulation
Dentistry	Dental and Oral Services, Endodontics, Orthodontics, Periodontics, Prosthodontics, Pedodontics (Child Dental Services)
Dermatology	Dermatology General, Procedure
Geriatric Services	Geriatric Medicine
Medicine Services	Gastroenterology, Infectious Diseases, General Medicine, Pulmonology, Rheumatology, Diabetic Education, Nephrology
Mental Health Services	Psychology and Psychiatry and Behavioral Disorders, Specialist Mental Health
Neuroscience	Neurology (Neurophysiology Diagnostic Procedures)
Nutrition and Dietetics	General, Endocrinology and Diabetes, Gynecology (Diabetes and Neonatal), Pediatric, Dietary Outpatient Products
Ophthalmology Services	Refraction, Retina, Uveitis
Pediatric Services	Child Development Program, Clinical Psychology, Neonatology, General, Urgent Care, Pulmonology, Emergency, Rehabilitation
Rehabilitation Therapy Services	<p><b>Occupational Therapy</b> (Burns, Hand, Neurological and Pediatric Rehabilitation)</p> <p><b>Physiotherapy</b> (General Orthopedic and neuro, Hydrotherapy, Antenatal/Postnatal, Pediatric, Burns Rehabilitation)</p> <p><b>Speech and Language Pathology</b> (Communication Aids, Dysphagia Management, Fluency Disorders, Neurologic Communication Disorders, Speech and Language Disorders, Voice and Resonance Disorders, Laryngectomy Management and Neurogenic Communication Disorder (Special Education, Early Intervention Program, and Autism Program)</p>
Surgery Services	Orthopedics, Burns, General Surgery, Plastic Surgery, ENT

## HEART HOSPITAL

CLINICAL SERVICES	FIELD OF SPECIALTY
Cardiac Rehabilitation	Counselling, Dietetics, Exercise
Cardiology	Atrial Fibrillation and Stroke Prevention, Anticoagulation, Cardiac valve, Cardiac Interventional, Electro Physiology, Medical Commission, Cardiac Nephrology, Heart Failure, Catheterization Laboratory, Diagnostic, Pre-Angio Clinic, Non-Invasive, Cardiac Imaging
Cardiothoracic	Cardiothoracic Surgery, Pre-admission, Pre-operation, Wound Management
Endocrinology and Diabetes	Cardio Metabolic
General Nutrition and Dietetics	Dietetics
Mental Health Services	Psychiatry

## HAMAD DENTAL CENTER

CLINICAL SERVICES	FIELD OF SPECIALTY
Dentistry	Dental and Oral Services, Periodontics, Dental Diagnosis and surgical sciences, prosthodontics, Endodontics, Orthodontics, pedodontics, and Periodontics (dental hygiene), DDSS (Dental Decision Support System)

## HAMAD GENERAL HOSPITAL

CLINICAL SERVICES	FIELD OF SPECIALTY
Ambulatory General Internal Medicine	Anticoagulation and Chronic Disease Management
Cancer Services	Hematology and Oncology (Pediatrics)
Cardiac Services	<b>Cardiology</b> (Cardiac Electrophysiology, Cardiac Imaging and Catheterization Laboratory)  <b>Cardiothoracic</b> (Cardiovascular Surgery)
Dermatology	General, Geriatric, Atopic Dermatitis, Psoriasis, Excimer Laser, Phototherapy, and Laser
Endocrinology and Diabetes	Endocrinology Osteoporosis, Endocrinology Thyroid, Insulin Pump, Insulin Pump Education, Polycystic Ovary Syndrome
Gastroenterology	
Infectious Diseases	General Infectious Diseases
Medical Genetics	Metabolic Genetics (Genetic Counseling)
Mental Health Services	Psychology, Psychiatry
Nephrology	General, Peritoneal dialysis, Transplant
Obesity	Dexa Procedure, Metabolic Defects, and Weight Management
Occupational Medicine and General Practice	
Pediatric Services	<b>General, Pediatric Cardiology</b> (General and Cardiovascular Surgery), Anesthetics, Pulmonology (Allergy and Immunology), Intravenous Therapy, Urgent Care, Hematology, <b>Endocrinology</b> (Pediatric Diabetes, Diabetic Dietetics, Diabetic Obesity, Pediatric Endocrinology)
Pulmonology	Allergy and Immunology, Sleep Medicine, Smoking Cessation, Pulmonary Function Tests, Thoracic Surgery, Cystic Fibrosis
Rheumatology	Diagnostics and Procedures, Medication Therapy, Pregnancy and Rheumatic Diseases, Rheumatology Early Arthritis, Rheumatology Osteoporosis, Arthritis
Surgery	Acute Care Surgery, Urology, Vascular, Hyperbaric, Musculoskeletal Hemophilia, ENT (Procedure Thyroid Surgery), Podiatry, <b>Transplant Surgery</b> (Hepatobiliary and Liver Transplant and Renal Transplant), <b>Trauma Surgery</b> (Surgery and Trauma Psychology), Bariatric, General Surgery, Plastic and Reconstructive Surgery, <b>Fracture</b> (Foot/Ankle, Hip, Knee, Shoulder, Spine, and Orthopedic)
Therapy	Speech Pathology

## COMMUNICABLE DISEASE CENTER

CLINICAL SERVICES	FIELD OF SPECIALTY
General Nutrition and Dietetics	Dietetics Clinic
Infectious Diseases	Antimicrobial Intravenous Therapy (OPAT), COVID-19, MERS CoV infection, Directly Observed Therapy, HIV Clinic, Hepatology, Influenza, Leprosy, Sexual Health Clinic, Transplant, Travel Clinic, Tuberculosis, Hepatitis Screening, Immunization Clinic, Geneal ID, Vaccination Clinic, Infections like Measles, Mumps, Chickenpox.
Mental Health Services	Psychiatry and Psychology

## NATIONAL CENTER FOR CANCER CARE AND RESEARCH

CLINICAL SERVICES	FIELD OF SPECIALTY
Breast Care Clinic- Triple Assessment	Assessing Suspected cases of Breast Cancer-with Ultrasound Mammography
Cardiology	Cardiac Imaging, Cardiac Oncology, Echocardiography, Nuclear Medicine
Clinical Imaging Department	Positron Emission Tomography - Computed Tomography, MRI, Computed Tomography Plain X-Ray
Hematology	Bone marrow Transplant, Clinical Hematology, Essential Thrombocythemia, Leukemia, Lymphoma, Myelofibrosis, Polycythemia Vera, Sickle cell and Thalassemia, Urgent Suspected Cancer, Myeloma, Anemia
Home Therapy	Administering selected Chemotherapy for Cancer patients above 65 years old
<b>Lymphedema Clinic</b> (located in QRI but under NCCCR)	Treatment Lymphedema Post Radical Breast Cancer Surgery
Medication Therapy	Chemotherapy, Targeted Therapy, Immunotherapy
Nutrition and Dietetics	Dietetics
Oncology	Breast, Cancer Genetics, Central Nervous System, Colorectal Oncology, Head and Neck, Hepatobiliary, Radiotherapy, Sarcoma, Thoracic, Upper Gastrointestinal, Urogenital, Gyne-Oncology, Oncology Survivorship, Skin Cancers (Melanoma)
Palliative Care	Supportive and Palliative Care
Radiotherapy	Total Body Irradiation (TBI), Brachytherapy, Ethos LINAC (Adaptive Radiation Therapy Treatment), Cyberknife (Fully Robotic Radiotherapy), Magnetic Resonance-Guided Focused Ultrasound (MRgFUS), High-Intensity Focused Ultrasound (HIFU), Magnetic Resonance Guided Treatment (Non-Invasive Therapeutic Technique), Intensity-Modulated Radiation Therapy (IMRT), Stereotactic Radiosurgery (SRS), Volumetric Modulated Arc Therapy (VMAT), Non-Surgical Radiation Therapy on the body rather than the brain (SBRT), Adaptive RT, Total Skin Electron Therapy (TSET)
Survivorship Clinics - NCCCR	Taking care of Cancer survivors > years
Urgent Care	Treating all cases with Post Anti-Cancer Therapy Treatment Modalities Side Effects



## QATAR REHABILITATION INSTITUTE

CLINICAL SERVICES	FIELD OF SPECIALTY
Geriatric Services	Geriatric Falls, Geriatric Wellness
Nutrition and Dietetics	Dietetics
Occupational Therapy	<b>Neuro Occupational Therapy</b> (Adult, Neuro Arms, Hands Lab, Return to Job Lab, Think and Act Lab, Work Hardening)  <b>Occupational Therapy Assistive technology</b> (Adult and Pediatric), Seating and Mobility services (Adult and Pediatric)
Pediatric Rehab Services	Children Rehabilitation, Feeding and Swallowing, Pediatric Gait, Neuro Muscular, Dietetics, Hypertonia, School Health, Day Rehab Assessment Clinic, Pediatric Day Rehab Occupational Therapy, Pediatric Day Rehab Physiotherapy
Physical Medicine and Rehabilitation	General Rehabilitation, Amputation Rehabilitation, Musculoskeletal Rehabilitation, Neurological Rehabilitation, Neuromodulation, Baclofen Rehabilitation, Spasticity Rehabilitation, Spinal Cord Injury Rehabilitation, Stroke pain Rehabilitation, Transition Rehab, Cognitive Rehab, Long-Term Care Refill, Traumatic Brain Injury Rehabilitation and Gait Analysis
Physiotherapy	Ortho Physiotherapy, Neuro Physiotherapy, Oncology and Lymphedema, Pediatrics Physiotherapy, Aquatic Physiotherapy, Spine, Knee, and Extremity Pediatric Rehab
Prosthetics and Orthotics	
Speech & Language Pathology	Speech and Language Pathology (Pediatric Day Rehab SLP)

## THE CUBAN HOSPITAL

CLINICAL SERVICES	FIELD OF SPECIALTY
Cardiac Services	Cardiology (non-invasive)
Dentistry	Dental and Oral Services, Endodontics, Orthodontics, Periodontics, Prosthodontics
Dermatology	Procedure and Laser Therapy
Endocrinology and Diabetes	
Gastroenterology	
General & Internal Medicine	Hematology
Neuroscience	Neurology and Neuroscience (Procedures)
Nutrition and Dietetics	General and Pediatric
Pediatric Service	General, Neonatology, and Urgent Care
Physical Medicine and Rehabilitation	General Rehabilitation
Pulmonology	Allergy and Immunology
Surgery	Acute Care Surgery, Audiology, Bariatric, ENT, General Surgery, Ophthalmology, Oral and Cranio Maxillofacial Surgery, Urology, Orthopedics, Plastic and Reconstructive Surgery, Podiatry, Vascular
Therapy	<b>Occupational Therapy</b> (Neurological Rehabilitation) <b>Physiotherapy</b> (General and Pediatric Physiotherapy)
Women's Services	Gynecology and Obstetrics

## RUMAILAH HOSPITAL


CLINICAL SERVICES	FIELD OF SPECIALTY
Geriatric Services	<b>Geriatric Medicine</b> (Procedure, Cognition, Falls, Geriatric Psychology, Memory, and Orthopedics)
Nutrition and Dietetics	Dietetics
Therapy	Occupational Therapy, Physiotherapy, Speech Pathology

## WOMEN'S WELLNESS AND RESEARCH CENTER

CLINICAL SERVICES	FIELD OF SPECIALTY
Cardiac Services	Cardiology (Obstetrics)
Endocrinology and Diabetes	Endocrinology and Diabetes and pregnancy
Gynecology	Gynecology Oncology, Hormone Replacement Therapy, Infertility, Minimal Invasive Diagnostics, Procedure Colposcopy, Uro-Gynecology
Mental Health Services	Perinatal
Nutrition and Dietetics	General, Gynecology, Neonatology
Obstetrics	Fetal Maternal Medicine, Genetic Counselling, Lactation, Maternal Medicine, Midwifery Care, Postnatal Home Care
Obstetrics and Gynecology	Hematology, Obstetrics, and Gynecology
Pediatric Service	Neonatology, Pediatric Cardiology
Surgery	Audiology (Pediatric Audiology Screening), Breast Surgery, Ophthalmology (retina)
Therapy	Physiotherapy (Gynecology Physiotherapy), Physiotherapy and Occupational Therapy (Baby Therapy)

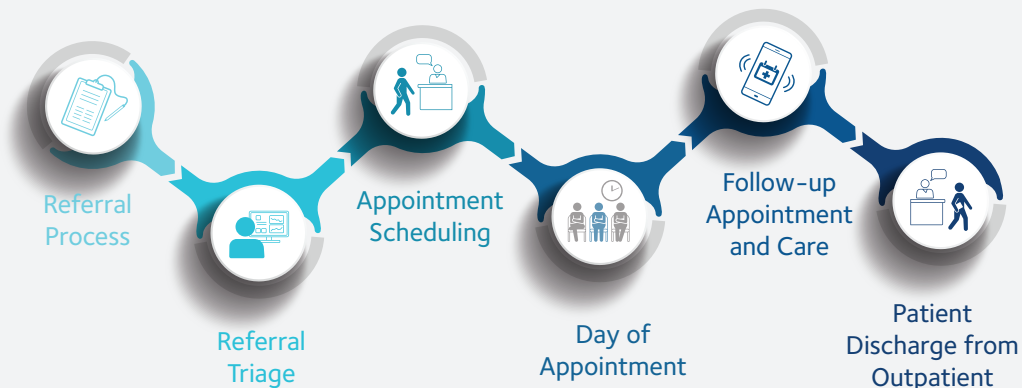
## SHARED SERVICES ACROSS ALL FACILITIES

<b>Clinical Support Services</b>	Anesthetics
	Laboratory
	Radiology



## Key Stages of Outpatient Care

Access to outpatient care in Qatar is managed through a referral system that helps streamline patient referrals at all levels of healthcare. All key stakeholders in the healthcare industry collaborate to establish a well-functioning referral system to oversee key stages of outpatient care.





## Referral Process

### What is a Referral?

A patient referral is a letter from one health care professional to another. It is aimed at securing expert assistance in diagnosing or treating a health issue. Your primary care provider drafts a referral to direct you to the specialist most suited to address your needs in a specific area of medicine. This ensures you receive appropriate care from the right specialist at the appropriate time.

To be seen by a specialist at any HMC facility, you will need a referral from any of the following primary care providers:

- Primary health care centers
- HMC facilities and emergency departments
- Private clinics and hospitals
- Sidra Medicine

The referral form typically includes the following information:

- QID or Health Card (HC) number
- Contact number
- Reason for referral
- Specialty
- Diagnosis and medical history
- Signature and stamp of referring physician
- If relevant, the specifics of the proposed course of treatment

### Type of Referrals

Depending on where you had your initial consultation or assessment, you will receive either an electronic or a paper referral:

## Electronic Referral

An electronic referral is an online document that may be used by healthcare providers to share information about your care to another healthcare provider.

Primary care physicians upon assessing the patient can order a referral through the Cerner System from:

- PHCC health centers and urgent care facilities
- HMC facilities and emergency departments (ED)
- Sidra Medicine

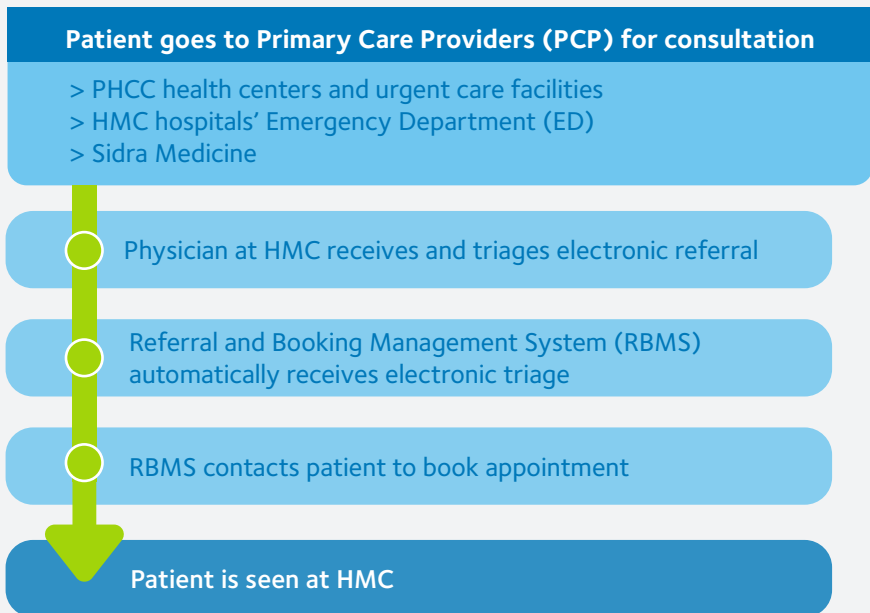


Diagram 1. Electronic referral general flow

## Paper Referral

Physicians from private clinics and hospitals can issue paper-based referral forms to patients for further treatment at HMC outpatient departments.

## Patient goes to private clinics and hospitals for consultation

- Physician assesses patient and issues the patient a paper referral
- Patient uploads the referral on Nesma'ak Patient Portal
- RBMS registers paper referral in the system
- Physician at HMC receives and triages referral
- RBMS receives triage form from triaging physician
- RBMS contacts patient to book appointment

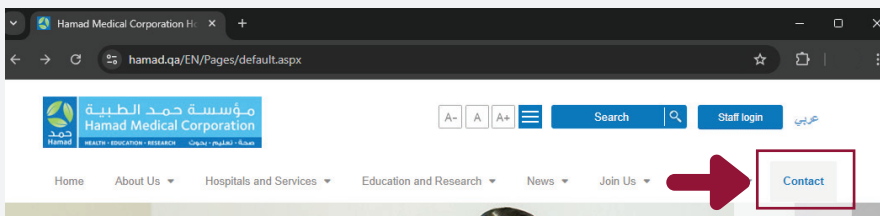
**Patient is seen at HMC**

Diagram 2. Paper referral general flow

## Paper Referral Submission Process

If you obtained your referral from any private facility clinics and hospitals, you could submit and upload your paper referral forms through the Nesma'ak Patient Portal.

1. Visit HMC's website, <https://www.hamad.qa> and access the "Contact" section.



2. After being directed to the referral submission page, scroll down and locate the link under 'additional information' section to upload your referral.
3. On the category list, select "Inside Qatar", then key in your health card number and press "enter".
4. After entering your health card number, you will receive a one-time password (OTP) sent to the mobile number linked to your health card. Enter the OTP and click Continue. If you did not receive the OTP, you may click Resend OTP to receive a new automatically generated OTP.
5. Verify your information details and upload your paper referral.
6. Once your referral is approved, the referral management team will convert your paper referral to electronic referral. HMC's scheduling team will reach out to you to schedule your appointment.



### Creation of Electronic Orders

The referral management team converts the approved paper referrals into electronic orders within the system directed to the appropriate specialty and facility.



### Uploading Referral Information

A picture of the patient's paper referral is uploaded to the order to ensure that all relevant information is available for triaging purposes.

7. In some cases, submitted paper referrals can be rejected for the following reasons.
  - Document uploaded is not a referral form
  - The diagnosis is not treated in HMC (such as Pediatric Hematology, Pediatric Urology, Pediatric Gastro, Pediatric Rheumatology, and Pediatric Infectious Disease)
  - No signature or details of the referring physician



- Document format uploaded is not supported
- The referral is not within the validity period (The referral date is over six months)
- The referral is missing important information, such as the patient's name and health card number.

8. If your referral is rejected, you will be contacted and notified regarding missing or unclear details. Comments are added to the "Reviewer Comments" section to offer clarification on any omitted information or rationale for rejecting the referral form.

## Urgent Suspected Cancer Referrals

Urgent Suspected Cancer referrals are treated with the highest priority at HMC. If your physician believes that you have any symptoms or indicators suggestive of cancer, you will be referred with an Urgent Suspected Cancer referral to the relevant clinical specialty at HMC for further evaluation and testing.

1. You will be seen by a specialist within two working days if the urgency of your condition is confirmed during the triage process.
2. You must update your contact information in the HMC system, this will be used to contact you.
3. You will receive a call from 16060 within two working days regarding your appointment.
  - If you miss the call, please call the 16060–customer service helpline to notify the clerk
  - If you do not receive a call within two working days, please contact the 16060–customer service helpline to inquire about your referral status.

## Referral from Private Healthcare Providers

If you are referred by a private healthcare provider, please follow one of the following processes to submit your referral:

- Send your referral to [suspectedcancer@hamad.qa](mailto:suspectedcancer@hamad.qa)
- Submit your referral through the Nesma'ak Patient Portal at [www.hamad.qa](http://www.hamad.qa) website. You may refer to the 'Paper Referral Submission Process' section discussed in this handbook for detailed instructions.
- After your referral is submitted, you will be contacted within two working days to schedule your appointment.



## Referral Triage

The triaging physician must take the following actions after they receive the referral from another healthcare provider, containing your details, the reason for the referral, and any relevant test results or medical history.

<b>Review of Referral Information</b>	Closely examines the referral information. This involves understanding the patient's current complaint, medical history, any diagnostic tests already performed, and the reason for referral.
<b>Assessment of Urgency and Severity</b>	Assesses how urgently the patient needs to be seen. This assessment is based on factors like the severity of symptoms, potential for deterioration, and any underlying health conditions.
<b>Consideration of Clinical Guidelines</b>	Refers to clinical guidelines or protocols specific to their specialty to determine the best course of action. These guidelines help in standardizing care and ensuring the best outcomes for patients.
<b>Evaluation of Available Resources</b>	Considers the resources available, such as appointment slots, specialist availability, and any necessary diagnostic equipment. Resource availability can influence the scheduling of appointments and procedures.
<b>Decision Making</b>	Decides based on the assessment. This involves determining the priority level of the referral and the most appropriate action.

Based on the referral information, the triaging physician decides:

- Urgency of the referral (routine or urgent)
- Timeframe for booking
- Specialty for booking
- Facility for booking
- The physician the patients need to see
- Acceptance of referral

### Triage Outcome

Triage of referrals is your most common entry point into a healthcare service and is considered a crucial component in the care pathway. Patient referrals will be triaged by a physician. Following the triage process, one of the following outcomes are as follows:

#### Referral is Approved for Scheduling

If the referral is triaged and an order is approved to be booked in a specific clinic or with a specific physician, RBMS will proceed with scheduling the appointment.

- **Urgent Appointment:** The patient is given a high-priority appointment if the condition is deemed urgent.
- **Routine Appointment:** For less severe cases, the patient is scheduled for a routine appointment, which might have a longer wait time.

### Further Information Required

The triaging physician might need more information or additional diagnostic tests from the referring physician before deciding the appropriate course of action.

Referrals from HMC Facilities and Emergency Dept	Referring physician from HMC facilities and ED is notified through email to provide additional/required information.
Referrals from PHCC Facilities	Referral management team of PHCC is notified through email to provide additional information.
Referrals from Private Healthcare Facilities	Patient is informed about the need for a new referral form with required information.
Referrals from Sidra Medicine	Order is transferred electronically to the referral team at Sidra Medicine for further information requests.

After the requested information is referred, the referral form is sent for re-triage back to the specialty triaging physician for further review.

### Referral Redirected to Another Specialty or Facility

If the condition falls outside the expertise of the triaging physician, they may refer the patient to a more appropriate specialty specific physician.

Referrals redirected to another facility
<p><b>System Transfer of Referral Order:</b> The referral order is moved to the triaged facility through the CIS system</p> <p><b>Secondary Triage:</b> Upon arrival at the targeted facility, the order is entered into a new triage queue and a triaging physician, specialized in the relevant field, conducts another round of triage assessment.</p>

## Referrals redirected to a different facility

**Order Creation for New Specialty:** The referral management team initiates a new order for the specialty to which the case has been triaged.

**Linking of Redirected Order to New Order:** The new order is linked to the original, redirected order to maintain continuity and information integrity within the system.

**Secondary Triage:** Upon arrival at the targeted specialty, the order enters into a new triage queue and a triaging physician, specialized in the relevant field, conducts another round of triage assessment.

## Referral is Declined

In rare cases, a referral might be declined if it is deemed inappropriate or if the condition can be managed by the referring physician or primary health care corporation with guidance.

REFERRALS	KEY PROCESSES
Referrals from HMC facilities and ED	<p>If the referral is rejected by the triaging physician at HMC, the patient is contacted and asked to follow-up with the referring physician.</p> <p>If the referral is rejected and the patient is asked to follow up at the primary care center for further treatment, the patient is notified via phone call/SMS and informed to contact 107 to schedule an appointment accordingly.</p>
Referrals from PHCC facilities	<p>The referral management team of PHCC is notified through email to schedule a patient with an appointment.</p> <p>The patient is notified via phone call/SMS and informed to contact 107 to schedule an appointment accordingly.</p>
Referrals from private healthcare facilities	<p>Patient is notified of the rejection of referral and asked to follow-up with the referring physician in private facility or to contact 107 to get an appointment at the PHCC.</p>
Referrals from Sidra Medicine	<p>Order is transferred electronically to Sidra Medicine referral team to notify them of the rejection. The patient is contacted and informed of the referral rejection.</p>

Once the patient is notified of the rejection, the referral is closed.



## Appointment Scheduling

The booking agent adheres to a standard transcript to ensure consistency and professionalism when calling you to make an appointment. The booking agent will contact you three (3) times on different days using your registered phone number in the system.

### Scenario 1: The agent calls and the patient answered the call

- **Identity verification:** The agent will verify your identity and other relevant details to ensure accuracy in scheduling your appointment. To get access to your appointment details, you must verify your identity with your date of birth and full name or Qatar ID number.
- **Scheduling of appointment:** Once your identity has been confirmed, the booking agent will provide you with suitable appointment details. This includes the date, time, and location of the appointment, as well as any specific instructions or requirements.
- **Offering additional information:** Apart from answering questions or concerns that you may have, the agent will make sure you are aware of the specifics of your appointment such:
  - *Arrival time* – It is recommended that you arrive at the clinic or hospital at least half an hour ahead of time to allow time for paperwork and check-in processes.
  - *Documents to bring* – You will receive comprehensive information regarding the documents you must bring to the appointment.
  - *Reminder SMS and Calls* – Upon confirmation of your appointment in the system, you will receive automatically generated SMS. To make sure you are reminded about the appointment, you will receive SMS reminders five days and one day beforehand. Reminder calls are placed to patients at high-demand clinics to ensure that the facility is used.
  - *Call 16060* for further inquiries or assistance.

## Scenario 2: The agent calls but the patient is unavailable to answer the call

- If the agent cannot reach you after three (3) call attempts, the referral will be voided. However, you are encouraged to contact 16060 to schedule an appointment while the referral is still within the validity period.
- In certain situations, appointments are made without informing the patient because of administrative decisions, capacity problems, management approval, etc.

## Rescheduling and Cancellation of Appointments

If you cannot attend your scheduled appointment, you can cancel or reschedule an appointment at any time before the consultation starts.

### A. Patient Rescheduling of Appointment and No Show

- Call 16060 to find a more suitable date and time to reschedule your appointment.
- If you fail to attend your appointment for any reason, you have the option to call and request another appointment. However, it is important to note that after two consecutive missed appointments (no shows), your appointment order will be cancelled from the system. In such cases, you will need to obtain a new order from your healthcare provider to schedule another appointment.

### B. Hospital Rescheduling of Appointment

- In some instances, the hospital may reschedule appointments due to various reasons, including but not limited to changes in the physician's schedule, unexpected emergencies, or the need to accommodate urgent cases.
- Rescheduling appointments from the hospital side helps to optimize the allocation of resources and ensure efficient patient care delivery.



## Day of Appointment



The operational activities and patient interactions that occur on the actual day of a scheduled healthcare appointment are as follows:

### A. Appointment Requirements

Outpatients should bring the following to their appointment:

- Valid health card
- Passport/ID copies
- Appointment card (for follow-up appointments)
- Referral letter (for first appointment)
- You should also bring all your medical documents and prescriptions (in their original containers, if possible).
- Copy of passports and QID for husband (for WWRC hospital)
- Copy of Marriage certificate (for WWRC hospital)
- If Payment is applicable, payment cards in the form of credit, debit, or e-cash are accepted. Cash payments are not accepted.

### B. Registration and Check-in

You are requested to arrive at least 15 to 30 minutes before your scheduled appointment time to allow for check-in procedures.

- **For first visit patients:** Proceed to the registration desk upon arrival, the clerks will assist you with the check-in process.
- **For follow-up patients:** Report to the outpatient department reception desk with your health card and appointment card.



## C. During Your Appointment

During your consultation or treatment process, our healthcare professionals will help you with the next steps that involve initial assessments, diagnostic tests, consultations with specialists, and/or treatment procedures as required.

## D. Initial Assessment

After completing the check-in and payment process, you will receive confirmation of your appointment along with further instructions for initial assessment. This assessment helps ensure that your healthcare provider has up-to-date information before your appointment.

- Recording vital signs such as blood pressure, temperature, and pulse rate.
- Brief medical history review to update your records.
- Any specific questions or concerns you may have about your health condition.
- Will be asked questions relating to procedures or diagnostic investigations.

## E. Waiting Area

Once checked in, you may be directed to the waiting area until your assigned physician is ready to see you. Separate waiting areas are designated for men and women.

## F. After Your Appointment

### • Book your next follow up appointment

After an initial consultation or treatment, please confirm your next appointment before departing the clinic as per the instructions provided by the physician or you can call 16060 to book your next follow-up appointment.

### • Medication and Refills

If prescribed medication, ensure you understand the dosage and any special instructions. Medication can be collected personally at the counter, or you can call 16000 for medication refill and request for delivery.



## Follow-Up and Continued Care

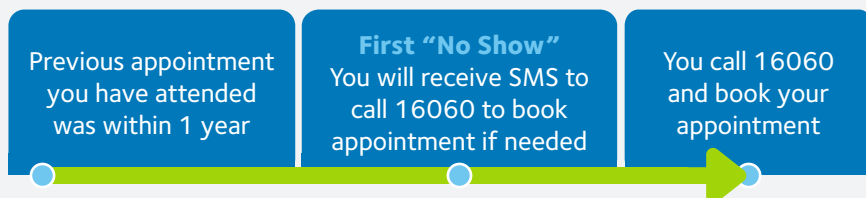
Follow-up and continued care play a crucial role in optimizing medical interventions and improving overall outcomes. Your care should not stop once your consultation or treatment with a physician is complete.

Follow-up appointments are usually scheduled at regular intervals based on your medical needs and the recommendation of your healthcare provider. It is important to see your physician for follow-up care to assess the effectiveness of your treatment, or provide further care or intervention as needed.

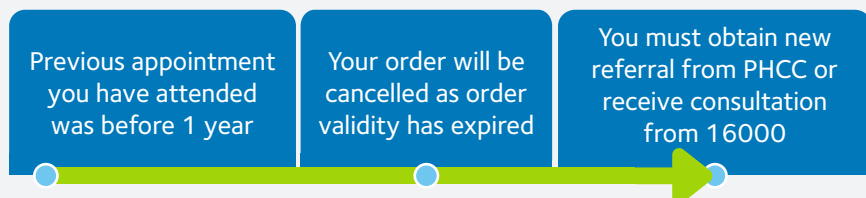
### What happens when you miss an appointment?

If you fail to attend your appointment, below is a pre-determined set of processes that is followed by most of the outpatient clinics.

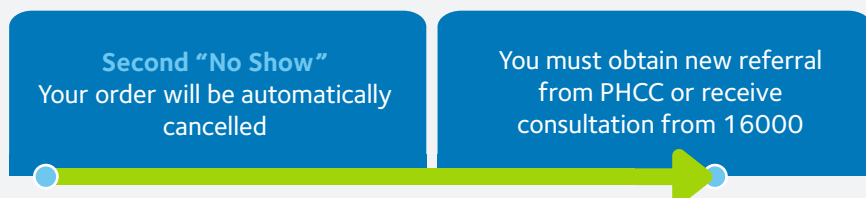
#### A. The appointment was missed for the first time and order is still valid



#### B. The appointment was missed for the second time, but order is expired



#### C. The appointment was missed for the second time





## Patient Discharge from Outpatient Care

Patient discharge from HMC outpatient care signifies the conclusion of your treatment at a specialized healthcare facility as a patient. It involves a comprehensive process to ensure that patients are adequately prepared and supported to continue their recovery journey with confidence.

### Key Elements of the Outpatient Discharge Process

#### A. Review of Treatment Plan

- The healthcare team will go over the full treatment plan with you, including the results of all your follow-up visits and treatments before you are released from HMC.
- This ensures you have received comprehensive care and any remaining issues or concerns have been addressed.

#### B. Medication Management

You will receive comprehensive instructions on medication management, including details on dosage, frequency, potential side effects, and any special instructions for administration.

#### C. Post-Discharge Plan

You will be provided with a detailed care plan, including recommendations for ongoing monitoring, and any necessary referrals to other healthcare providers or specialists at the primary care facility or with the referring physician.

#### D. Specialty Care Coordination

- If you require ongoing medical care and require expert intervention as per specialty criteria following your discharge, the attending physician can arrange for a referral to a secondary or tertiary physician.
- This ensures a smooth transition and seamless coordination between primary care and specialized healthcare services, ensuring that you receive optimal treatment.



# Telehealth Consultations at HMC

This innovative approach to healthcare delivery ensures that you receive timely medical evaluations, follow-up care, and discussions about test results or treatment plans without the need to physically attend the hospital.

In some cases, departments that offer telehealth consultations will notify patients in advance that they are not required to visit the outpatient clinic in person. Instead, their consultation will be conducted virtually. This allows patients to receive medical advice and care from the comfort of their own homes, eliminating the need for travel and reducing waiting times.

## Key Process Telehealth Appointments

- **Notification:** If eligible for a telehealth consultation, you will be informed prior to your appointment date that your consultation will be virtual.
- **Contact Information Updating:** It is crucial to ensure that your contact number in the system is up to date, as this is the number your doctor will use to reach you for the consultation.
- **Consultation Day:** On the day of your appointment, your doctor will contact you at the scheduled time to conduct the assessment via a secure and confidential video or telephone call.
- **Preparation:** Ensure you are in a quiet, private space for telephone consultations.

# Emergency Care

Emergency care is an essential part of any healthcare system and serves as the first point of contact for patients. If you need emergency care for acute illnesses, injuries, or other medical emergencies, the emergency department of Hamad Medical Corporation (HMC) is open 24 hours a day, seven days a week. You do not have to plan with the emergency department in advance of your visit.



For life-threatening emergencies such as chest pain, choking, stroke, difficulty breathing, heart attack, or unconsciousness, call 999 immediately for ambulance services.



For non-life-threatening emergencies such as significant deep cut, broken bone, abdominal pain, allergic reaction that does not restrict the airway, or significant burn, immediately make your way, if possible to the nearest emergency department.



For non-emergency conditions that cannot wait for an appointment at a health center, such as a sprain, fever, eye, nose, or throat complaint, mild respiratory issue, or minor burn, please visit a PHCC or Qatar Red Crescent (QRC) urgent care center accessible 24/7.



For mental health support, please call 16000, Saturday to Thursday, 8am to 6pm. If unable to wait, please visit any emergency department.

For a sick leave certificate or prescription, patients can contact HMC's Urgent Consultation Center Service by calling 16000, Sunday to Thursday, 8am to 3pm.

## HMC facilities with Emergency Departments

- Hamad General Hospital
- Al Wakra Hospital
- Al Khor Hospital
- Aisha Bint Hamad Al-Attiah Hospital
- Heart Hospital
- Women's Wellness Research Center
- The Cuban Hospital
- Hazm Mebaireek General Hospital (for male patients aged above 14)

# Urgent Consultation Center Services

The Urgent Consultation Center (UCC) at HMC provides patients with access to healthcare professionals for non-life-threatening medical needs via telephone through the national helpline number 16000.

This service is a convenient option for patients seeking immediate medical advice, order for prescription refills, and other healthcare services (covered under their scope of service) without the need for a physical visit.

Access	The service is available by calling 16000, selecting your preferred language, and by choosing option 3 for HMC medical services, and then Option 1 for UCC.
Specialties	General medicine, geriatric medicine, Neurology, cardiology, Urology, dermatology, Obstetrics and Gynecology, pediatrics, vascular surgery, neurosurgery, ENT, pain management, oncology-hematology, and dietetics
Operating Hours	8am to 3pm, Sunday through Thursday

## Geriatric Care Pathway and Services

- **Access:** Patients aged 60 and above are directed to the Geriatrics department during triage under Urgent Consultation Center (UCC)
- **Services:** This one-stop-shop offers General geriatric consultations, including the ability to order labs, prescribe medications, and make referrals to specialized services as needed.
- **Emergency Care:** Patients requiring immediate care are directed to visit the elderly Urgent Care Unit in Rumailah Hospital.

## UCC Protocol for Emergency and Non-Urgent Calls

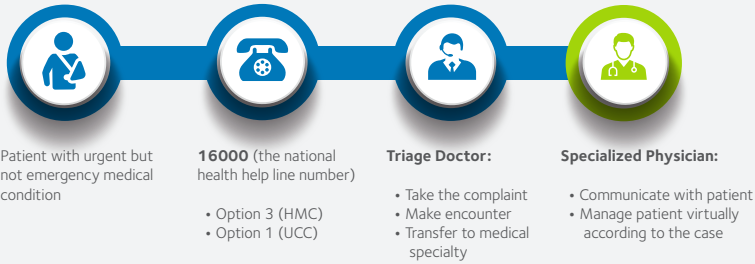
This service is designed to deliver fast and effective care. With this service, patients can get the necessary medical attention as soon as possible while also reducing the need for in-person appointments.

Emergency situations are immediately redirected to Emergency Medical Services (EMS).

For non-urgent situations, calls may be redirected to suitable contact services such as the Primary Health Care Center (PHCC), pharmacies, or other relevant medical services.



## Workflow in UCC



## National Mental Health Helpline

The National Mental Health Helpline (NMHH) was established to offer private and confidential mental health services to individuals of all ages and nationalities, from across Qatar.

Staffed with mental health professionals fluent in Arabic, English, Malayalam, Hindi, and Tagalog, the NMHH accepts both self-referrals and referrals from healthcare providers.

The service is available by calling 16000, selecting your preferred language, and by choosing option 4 for mental health services.

Mode of Operation	Telephone with an option for virtual video consultations
<b>Operating Hours</b>	From 8am to 6pm, Saturday to Thursday
<b>Specialized Services</b>	<ul style="list-style-type: none"> <li>• Women's mental health support</li> <li>• Screening for substance use and brief intervention service</li> <li>• Aid for caregivers/family members of individuals with mental health/substance use challenges</li> <li>• Support for frontline healthcare professionals</li> </ul>
<b>Confidentiality</b>	Confidentiality is paramount to us. We collect minimal information necessary for assistance. If a caller poses an immediate risk to themselves or others, confidentiality may be breached to prevent harm.
<b>Initial screening assessment</b>	Initial screenings are anonymous, and no medical records are created for those seeking advice or talking therapy. However, for complex needs requiring referrals or prescriptions, access to medical records may occur with consent. Upon request, sensitive notes are utilized to limit access to these entries.
<b>What to expect in a call?</b>	Mental health professionals assess concerns and offer interventions, including psychiatry consultations, brief intervention talking therapy (CBT), psychosocial support, referrals to other services, and assistance with navigating the mental health system with ease. Confidentiality is maintained unless there's an immediate risk to the caller or others.

# Patient Rights and Responsibilities

At HMC, we strive to maintain a safe, respectful, and supportive environment for all patients and their families. Below, you will find information about your rights and responsibilities as a patient.



## Access to Care

- Receive treatment in licensed facilities and from practitioners who are licensed to practice in the State of Qatar.
- Access healthcare services regardless of race, religion, nationality, beliefs, values, language, age, or disability.
- Receive care and services without unnecessary delay. If there is a sign of delay in the provision of care, treatment, and/or services, the patient, family, caregiver, or legal guardian shall be notified.
- Change physicians and transfer to another hospital if it is medically appropriate and feasible.
- Seek a second opinion without fear of compromise to their care within or outside HMC by informing the treating physician.

## Patient Care

- Be informed about the treatment and services prior to receiving care.
- Always receive respectful and considerate care while maintaining the patient's personal dignity.
- Participate in the development, implementation, and revision of your care plan, treatment, and services.
- Make the decision to withhold or withdraw treatment.
- Accept or refuse treatments or procedures.
- Be given an appropriate and effective grievance support mechanism.
- Receive education that is appropriate to their age, cognitive level, and care needs.
- Receive timely pain assessment and management.
- Be free from restraint or seclusion unless medically necessary.

## Payment for Services

- Be informed of the hospital's policies regarding payment and to request, prior to treatment, an estimate of charges for medical care (if applicable).
- Receive a detailed explanation of their bill in a way that can be understood.

## Privacy and Confidentiality

- Have physical privacy during a medical examination and treatment.
- Refuse to talk to or see anyone not related to his or her care, including visitors or people connected with the hospital.
- Have a person of one's own gender present during certain parts of the physical examination, treatment, or procedure.
- Have their medical record read only by individuals directly involved in their care as authorized.
- Have all records pertaining to his or her medical care treated as confidential.
- Have a family member informed of his or her emergency admission to the hospital.
- Select a legal representative or legal guardian to be present during the presentation of medical information.

## Access to Information and Communication

- Receive information in a language they understand.
- Be informed of patient and family rights as early as possible during his or her admission.
- Know the name and specialty status of those caregivers directly providing care and/or service.
- Have, upon request, access to additional information on the treating physician responsible for patient care.
- Have, upon request, access to all information contained in their medical records, unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law and in consultation with a family representative, legal representative, or guardian.
- Have, upon request, the release of their health information contained in their medical records, which is not covered by laws and regulations. This shall be provided upon completion of the form request.
- A patient, along with his or her legal guardian or representative, has the right to receive information about medical conditions, any confirmed diagnosis, planned care and treatments, the process used to give consent, and expected and unanticipated outcomes of care and treatment.

## Safety and Security

- Receive care in a safe, hygienic, secure, and non-threatening environment.
- Receive considerate and respectful care in a smoke-free environment.

## Quality of Service

- Express a concern or a complaint regarding the quality of care and/or service received by filling out the comments card and/or approaching any HMC healthcare providers.
- Be informed of the hospital's mechanism for initiation, review, and resolution of a complaint.
- Patients can share their compliments, comments, feedback, and complaints by calling 16060.

# Patient, Legal Guardian, and Representative Responsibilities

To receive the best possible care, the patient, the patient's legal guardian/legal representative are required to:

- In case of unavailability to attend the appointment, it is the patient's responsibility to call 16060 ahead of time and reschedule or cancel his or her appointment.
- In case of cancellation of a referral form due to expiration of validity or any other reason, it is the patient's responsibility to bring a new referral form if further treatment for the same specialty is required.
- Provide, to the best of their knowledge, accurate and complete information about the patient's condition, medical history, including medications, and other matters relating to the patient's health.
- Report unexpected changes in the patient's condition to the responsible healthcare provider.
- Respect and follow HMC rules and regulations.
- Respect restricted areas.
- Follow the treatment plan recommended by the caregiver responsible for the patient's care, including the instructions given by nurses or other caregivers.
- Assume responsibility for his or her decision and its consequences in the event a patient refuses, withholds, withdraws treatment, or does not follow the caregiver's plan of care.
- Ensure that the financial obligations are fulfilled as promptly as possible.
- Respect other patients' rights.
- Refrain from smoking, control noise, and limit the number of visitors according to HMC rules and regulations.
- Respect the property of HMC and other people within the facility.
- Keep follow-up appointments, and when unable to do so for any reason, call to cancel the appointment (16060).
- Ask questions if the information provided is not understood.
- Safeguard personal belongings by identifying valuables to HMC personnel.
- Do not share medications with others.
- Leave the hospital when officially discharged.
- Respect the rights of HMC personnel and treat them with due courtesy and respect.

# Release of Information (ROI) for Medical Information

You can request the release of medical information relating to treatment at one of Hamad Medical Corporation’s facilities. You can request this for yourself or on behalf of a family member or other person, subject to authorization. For your convenience, the request can be made online.

## What medical information can be requested?

Medical Report	Medical Report, Discharge Summary, Operative Reports, Death Summary, Fitness and Disability Reports
Copy of File	Laboratory Results, Copy of Previous Reports, Diagnostic Reports, Endoscopy Reports, Cardiology Reports, Neurophysiology Reports, Pulmonology Reports, Urodynamic Reports, Audiology Reports, Ophthalmology Reports, etc.
Compact Disc	Bone Densitometry, Computed Tomography, Fluoroscopy, Magnetic Resonance Imaging, Mammography, Nuclear Medicine, Ultrasound, X-Ray

## Who can apply for Medical Report?

- Patients themselves (above 18 years old)
- Parent or legal guardian on behalf of patient (if patient is below 18 years of age)
- Representative on behalf of patient (if patient is above 18 years of age)

## Application Process

You can request the release of medical information relating to treatment at one of Hamad Medical Corporation’s facilities. You can request this for yourself or on behalf of a family member or other person, subject to authorization.

### Physical Application Process

1. If you are the patient, completely fill-out the ‘Consent for Release of Medical Information’ form. You will be required to provide a valid identification (Qatar ID or passport).

Similarly, if you are a parent/guardian or a representative of the patient, you are required to provide a valid identification (Qatar ID and passport) upon making the request.

2. Your request should clearly indicate answers to the following questions:

A. What type of report do you require?

- **Medical reports:** Doctor/specialty
- **Copy of file:** Type of information needed and date range
- **Compact Disc:** Type of diagnostic images needed and date range

B. Which medical facility have you been treated at? If applicable, from which clinical department?

C. How would you like to receive the medical report (Email/Qatar Post delivery)?

- If e-Release delivery method is selected, provide the email address of patient.
- If home delivery method is selected, provide the complete home address of the patient

3. Once the form is completed, payment must be made to the cashier. Make sure to keep the payment invoice.

4. Your request will be processed and once it is ready for collection, you will be notified through SMS.

5. During collection of medical information, provide a copy of the payment invoice, your valid ID and that of your representative collecting the documents/Compact Disc, and optionally, the official SMS that was sent to you as notification for collection.

## Online Application Process

For your convenience, request for medical information can be made online and there are several steps involved in requesting a report – please prepare them in advance to speed up the process:

1. Please read all instructions and Frequently Asked Questions (FAQs) before submitting your application.

2. Prior to applying for medical report, have all the following details ready:
  - Patient's Qatar ID
  - Patients Health Card number
  - If you are making a request for another person, please submit your Qatar ID.
  - Patient's and/or representative's mobile number
  - If the representative is requesting the information, the relationship to the patient must be documented
3. Complete the online request form and supply the requested details.



### Apply for Medical Report

English: <https://www.hamad.qa/en/medical-reports>

Arabic: <https://www.hamad.qa/ar/medical-reports>

4. Pay online using your credit card. Currently, only credit cards are accepted.
5. You will get confirmation with a Request Number by SMS and email for tracking, and an SMS once your request is completed.
6. Medical records will be delivered as per the delivery method (Email/Qatar Post delivery) selected in your application.

## ROI Processing Fees

Type of Medical Information	With valid Health Card	Without valid Health Card
Copy of file and/or medical reports	QR 50	QR 156
CD with diagnostic images	QR 100	QR 156

## ROI Turnaround Time

Type of Medical Information	Turnaround Time
Medical reports	Up to 14 working days
Copy of file and diagnostic images	Up to 3 working days



## Physical ROI Location

Each physical ROI section is operated at its respective HMC facility, request and collection of report should be made to the facility where the patient received treatment, except for:

Facility	ROI Request Location	ROI Release Location
Hamad General Hospital	<ul style="list-style-type: none"><li>• Ambulatory Care Center, Ground floor</li><li>• Bone and Joint Center (for Orthopedic requests)</li></ul>	Ambulatory Care Center, Ground Floor
Women’s Wellness and Research Center	Ambulatory Care Center, Ground Floor	
Aisha bint Hamad Al-Attiyah	<ul style="list-style-type: none"><li>• Aisha bint Hamad Al-Attiyah</li><li>• Al Khor Hospital</li></ul>	Al Khor Hospital

For further clarifications or follow-up, you may contact +(974) 40251563 / 40251564 / 40251566 during office hours (7am to 3pm, Sunday to Thursday) or send an email to [ReleaseofInformation@hamad.qa](mailto:ReleaseofInformation@hamad.qa).

# Improvement of Patient Experience

HMC has established diverse mechanisms to enhance both patient experience and healthcare quality. These encompass systematic and ongoing efforts aimed at achieving measurable enhancements in healthcare services. The central aim of quality improvement is to elevate outcomes across all facets of care, including effectiveness, safety, promptness, efficiency, fairness, and person-centeredness.

## Quality of Service

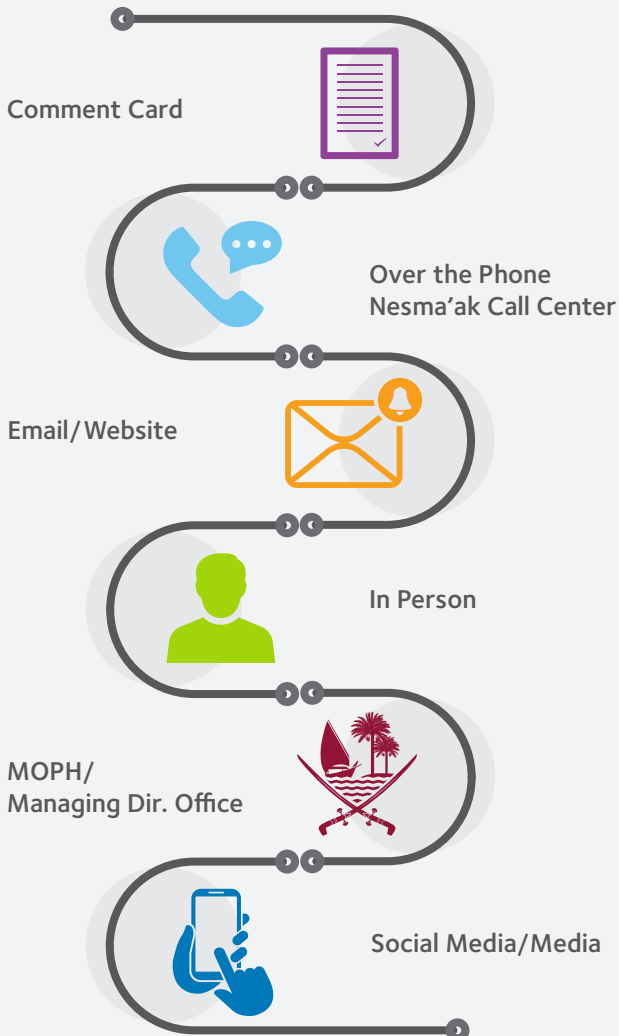
HMC utilizes specific key metrics to monitor and oversee the quality of outpatient appointments. These indicators enable us to identify areas of improvement and dynamically implement various methods to enhance the patient’s experience and achieve excellence in outpatient care.

## Key Measures at HMC

<b>Patient Wait Times</b>	<p><b>Definition:</b> The duration a patient spends waiting from the point of referral to their treatment. This includes:</p> <ul style="list-style-type: none"><li>• Referral to triage wait times</li><li>• Referral to booked wait times</li><li>• Referral to seen wait times</li></ul> <p><b>Relevance:</b> Reducing wait times is critical for patient satisfaction and can directly influence health outcomes, particularly in urgent care scenarios.</p>
<b>Patient Waitlist</b>	<p><b>Definition:</b> A record of all patients who have been referred to or requested medical services and are awaiting treatment, including those with scheduled appointments and those awaiting appointment assignments.</p> <p><b>Relevance:</b> Patient waitlist management reduces waiting times, optimizes resource allocation, and enhances clinical outcomes and patient experience by reducing waiting times.</p>
<b>Patient Satisfaction Scores</b>	<p><b>Definition:</b> Patients' satisfaction scores indicate their perceptions of care quality, treatment effectiveness, and overall experience, indicating their satisfaction with their treatment.</p> <p><b>Relevance:</b> High patient satisfaction scores are crucial for patient retention, facility reputation, and clinical outcomes, indicating effective patient-provider interactions, proper patient education, and effective management of expectations.</p>

# Patient Feedback

At HMC, your feedback is recognized as an essential tool for gathering valuable insights about your patient experience. By giving us your feedback, we can identify areas where improvements are needed, including but not limited to enhancing the delivery of care in a service. You can provide us with your valuable feedback through any of the following platforms.



# Patient Support Tools



## Hamad Medical Corporation

- **The Nesma'ak Customer Service** – 16060 Helpline
- **16000 Helpline:** HMC's urgent consultation telemedicine service and medication delivery.
- **Nesma'ak Patient Portal:** Available for patients to submit their paper referrals received from private facilities.
- **Appointment Reminders:** Sending patients SMS and phone call reminders to confirm appointment.
- **HMC social media channels:** X (formerly twitter): @HMC\_Qatar, Instagram: hmc\_qatar and Facebook: Hamad Medical Corporation
- **HMC website:** <https://www.hamad.qa>
- **MyHealth patient portal:** <https://www.hamad.qa/EN/Patient-Information/Patient-Portal>
- **Patient Experience Application:** HMC's Patient Experience App will soon be accessible to the public, allowing users to view their appointment schedules and request changes.

## Primary Health Care Corporation

- **107 Hayak:** PHCC's hotline operating 24 hours a day, 7 days a week with support staff on hand at all primary care health centers.
- **Nar'aakom:** PHCC's mobile app allowing patients to access PHCC services conveniently, eliminating the necessity of visiting your health center or contacting our call center.
- **Appointment Reminders:** Sending patients SMS and phone call reminders to confirm appointment.
- **PHCC social media channels:** X (formerly twitter): phccqatar, Instagram: phccqatar, Facebook: Primary Health Care Corporation
- **PHCC website:** <https://www.phcc.gov.qa>

# Glossary

- **Acute Care Surgery:** Specialized evaluation and management of emergent surgical conditions.
- **Anesthetics:** Administration of anesthesia and perioperative care for surgical procedures.
- **Antenatal:** Diagnosis of birth defects.
- **Anticoagulation:** Treatment with anticoagulant drugs to reduce the risk of the formation of blood clots
- **Audiology:** Branch of science and medicine concerned with the sense of hearing.
- **Bariatric:** Treatment and management of obesity and related metabolic conditions.
- **Cardiology:** Branch of medicine that deals with diseases and abnormalities of the heart.
- **Dermatology:** Branch of medicine that deals with the skin.
- **Endocrinology and Diabetes:** Diagnosis and management of endocrine disorders and diabetes.
- **Endodontics:** Dental specialty concerned with the study and treatment of dental pulp.
- **Gastroenterology:** Branch of medicine that deals with the structure, function, and diseases of the digestive system and its organs.
- **General Internal Medicine:** Outpatient-focused internal medicine services for comprehensive adult healthcare.
- **General Nutrition and Dietetics:** Nutritional counseling and support for various health conditions.
- **General Surgery:** Surgical treatment for a wide range of conditions.
- **Geriatric:** related to the medical care and treatment of old people.
- **Gynecology:** Branch of medicine that deals with the diseases and routine physical care of the reproductive system of women.
- **Hematology:** The study of the cause, prognosis, treatment, and prevention of diseases related to blood and includes treatments like bone marrow transplant, leukemia, lymphoma, etc.
- **Medical Genetics:** the branch of medicine that involves the diagnosis and management of hereditary disorders.
- **Neonatology:** Branch of medicine concerned with the care, development, and diseases of newborn infants.
- **Nephrology:** Diagnosis and treatment of kidney-related conditions.
- **Neurology:** Diagnosis and management of neurological disorders.
- **Neuro-Oncology:** Specialized field of medicine that focuses on brain and spine tumors, and tumors that affect the central nervous system, as well as neurological complications of cancer.
- **Neurosurgery:** Surgery of nervous structures, such as nerves, the brain, or the spinal cord.
- **Obstetrics:** Branch of medical science that deals with pregnancy, childbirth, and the postpartum period.
- **Oncology:** Branch of medicine that deals with the study, treatment, diagnosis, and prevention of cancer and Breast Oncology, survivorship breast/Gynecology, survivorship General, radiotherapy, etc.
- **Ophthalmology:** Branch of medical science dealing with the structure, functions, and diseases of the eye.
- **Oral and Cranio Maxillofacial Surgery:** Surgical specialty focusing on reconstructive surgery of the entire craniomaxillofacial complex and the anatomical area of the mouth, jaws, face, and skull, head, and neck as well as associated structures.
- **Orthodontics:** Branch of dentistry dealing with irregularities of the teeth (such as malocclusion) and their correction (braces).
- **Orthoses:** An external medical device (such as a brace or splint) for supporting, immobilizing, or treating muscles, joints, or skeletal parts which are weak, ineffective, deformed, or injured.
- **Orthotics:** Branch of mechanical and medical science that deals with the design and fitting of orthoses.

- **Osteoporosis:** A condition when bone strength weakens and is susceptible to fracture. It usually affects the hips, wrist, or spine.
- **Pediatrics:** The branch of medicine dealing with the health and medical care of infants, children, and adolescents from birth up to the age of 18.
- **Pedodontics:** Branch of dentistry that deals with children's teeth.
- **Pedorthist:** The art and practice of designing, making, and fitting therapeutic shoes for relieving painful or disabling conditions of the feet.
- **Perinatal:** occurring in, concerned with, or being in the period around the time of birth.
- **Periodontics:** Branch of dentistry that deals with diseases of the supporting and investing structures of the teeth including the gums, cementum, periodontal membranes, and alveolar bone.
- **Podiatry:** Treatment of the feet and their ailments.
- **Postnatal:** Relating to an infant immediately after birth.
- **Prosthetics:** Medical or dental specialty concerned with the design, fabrication, and fitting of prostheses.
- **Prosthodontics:** Dental specialty that is concerned with the restoration or replacement of missing, deficient, or damaged teeth and maxillofacial tissue and bone and that typically involves the use of prosthetic devices (such as crowns, dentures, and implants) and surgical reconstruction.
- **Pulmonology:** Related to diseases involving the respiratory tract.
- **Rheumatology:** Branch of medicine that deals with the diagnosis, treatment, and management of disorders of the joints, muscles, bones, and connective tissues.
- **Urology:** Treatment of conditions involving the male and female urinary tract and the male reproductive organs.

## Acronyms

- **CIS:** Cerner Information System
- **ED:** Emergency Department
- **ENT:** Eye, Nose, and Throat
- **HC:** Health Card
- **HMC:** Hamad Medical Corporation
- **MOPH:** Ministry of Public Health
- **OTP:** One-Time Password
- **PCP:** Primary Care Provider
- **PEC:** Pediatric Emergency Center
- **PHCC:** Primary Health Care Corporation
- **QID:** Qatar Identification
- **QRCS:** Qatar Red Crescent Society
- **RBMS:** Referral and Booking Management System
- **SMS:** Short Message Service
- **WWRC:** Women's Wellness and Research Center





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