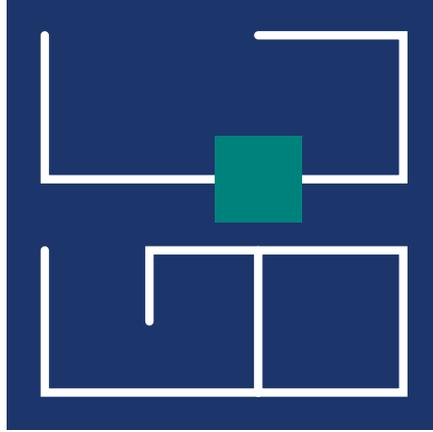




Welcome



نحن نهتم
We Care

Information Guide for Your Hospital Stay in Dhahran

مركز جونز هوبكنز
أرامكو الطبي
Johns Hopkins
Aramco Healthcare

Caring Experience

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To make your stay as safe and comfortable as possible, we have prepared this booklet to highlight our services. We understand that any illness can be worrying for you and your family, affecting your family, work and social life.

With this in mind, we promise we will work with you and your family to provide the best possible care and treatment plan tailored especially for you.



Follow Johns Hopkins Aramco Healthcare on social media and stay updated with the latest news, services, medical information and much more.





About Johns Hopkins Aramco Healthcare

Johns Hopkins Aramco Healthcare Company (JHAH) is the result of a joint venture between Saudi Aramco, a world leader in energy, and Johns Hopkins Medicine, one of the world’s leading academic health systems. This health care organization is focused on driving and enhancing community wellbeing in an environment of growth and learning, by providing innovative, integrated and patient-centered care to Saudi Aramco’s employees and health care beneficiaries. From its inception, Saudi Aramco delivered a high standard of medical care to its employees and their families through its medical services organization. In 2013, Saudi Aramco partnered with Johns Hopkins Medicine to expand the capabilities of its

medical services by establishing Johns Hopkins Aramco Healthcare. Designed to draw upon the vast expertise of The Johns Hopkins University and The Johns Hopkins Hospital and Health System, the aim of this healthcare organization is to enhance health care, clinical program development, research, training, safety and quality and administration. Over the coming years, JHAH will contribute significantly to health and wellbeing in the Kingdom of Saudi Arabia, evolving into a health system of excellence that provides enhanced specialty and subspecialty services, new lines of treatment, research and education that address some of the most significant health care challenges in the region.



Welcome to Johns Hopkins Aramco Healthcare (JHAH)

Our staff dedicates themselves to providing you with the highest quality healthcare and making your experience at the hospital a pleasant one.

OUR PROMISE TO YOU

Good communication is essential and with your permission, we will:

- Ensure staff is available to speak with you.
- Listen and try to understand your and your family's hopes and fears.
- When necessary, supply special equipment for you to use after discharge.
- Share accurate and honest information about your medical condition with you.
- Protect your privacy.
- Assist you in understanding your care and treatment and in making informed choices.

- Provide opportunities to meet with your care provider to discuss and question your results, medications, treatment and care plan.
- Invite you to contribute to your medical file
- Ask you and your family to participate in bedside rounds and shift handovers.
- Assist in the management of your condition while you are in hospital.
- Prepare you and your family for your recovery and return home.

Your communication with us can continue from home by accessing **MyChart**.

MyChart is an online application that enables you to access your complete medical record, renew prescriptions, view appointments and check-in, as well as other things.

If you are not registered for **MyChart**, register at: www.JHAH.com/MyChart



MyChart

MyChart is your online portal anywhere

It enables all our patients, employees, dependents and retirees to engage with JHAH and its services from any location

Register Now

Visit

www.JHAH.com/MyChart

Connect with JHAH...



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Johns Hopkins Aramco Healthcare (JHAH) Page



@JHAHNews



Johns Hopkins Aramco Healthcare (JHAH) Page



Johns Hopkins Aramco Healthcare (JHAH) Page



Arriving at the hospital

Admission

On your arrival, you will be asked to sign a Consent Upon Admission to the Hospital form. Our staff will also give you a wristband that you need to wear at all times during your stay at the hospital. Your wristband is essential to make sure that you are receiving the correct treatment.

Your Care Team

Throughout your stay, your care will be provided by:

- An attending physician
- A team of nurses
- Radiology technicians, physiotherapists, occupational therapists, pharmacists, care managers, dieticians and other professionals as needed.

Students

- Our hospital is a designated teaching facility. As such,
- We may ask for your consent for students to observe or participate in your care.
- You have the right to refuse. Rest assured, refusal will not affect your care and treatment.

Care Partner Program

- You can nominate a family member and/or friend to be involved in your care as a care partner during your stay.
- Your care partner can stay with you if you want and provide support while in the hospital. Your care partner can assist with day-to-day activities during your stay, such as meal times.
- Your care team will educate your care partner on caring for you when you go home.
- Meal vouchers are available for the watcher or care partner and can be obtained from the nursing staff.

MyWay JHAH's Wayfinding Technology

Our wayfinding technology is here to help your visit to JHAH run smoothly.

Download the application for an optimal experience and all features, the JHAH wayfinding application MyWay is now available on Apple App Store and Google Play.

Search for "JHAH" on your app store.

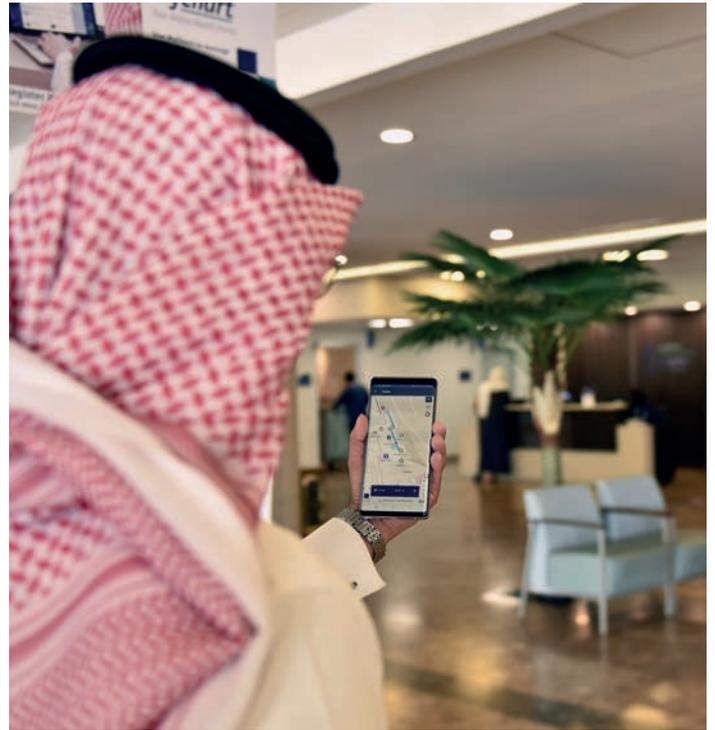
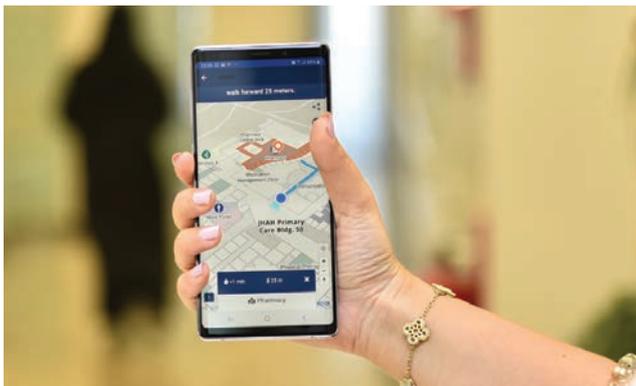


Benefits

- Find your way with easy to use maps
- Check the location of a clinic or service in advance
- See all the services and amenities

App Features

- Live 'blue dot' navigation to your destination
- Enter your destination to find the fastest route from your location
- Be guided with voice prompts or text direction to find your way
- Select the option to find a wheelchair accessible route or nearest emergency exit
- Find out more about the service or clinic



You can now download our JHAH Wayfinding app 'MyWay' in Arabic

1. To get the application, visit the Apple App Store or Google Play and search for JHAH. Or, visit the MyWay page on JHAH.com and follow the links.
2. To use the MyWay app in Arabic, your phone or tablet will need to have the language setting on Arabic.
3. If you have already downloaded the app, you may need to visit the Apple App Store or Google Play, search for JHAH and click 'update' to access the latest version of the app, which includes Arabic.



Your hospital stay

When you arrive on the ward, a healthcare staff member will welcome you and take you to your room. You will be asked a number of questions. This information will help us make sure we understand your needs and can develop a personalized care plan.

Your Room

Depending on availability and your medical condition, you will be assigned to either a single or double occupancy room.

Nutrition

- Nutrition is an integral part of your treatment and well-being.
- Based on your medical condition and food allergies, intolerance or sensitivity if any, your physician orders your diet.
- We try to ensure meals are provided at times when you will have few if any interruptions or distractions.
- Clinical Nutrition at JHAH offers a wide range of food options to suit various dietary needs and medically restricted diets.

- If you have any dietary questions or food preferences, ask to speak to a dietician.
- Snacks are provided based on your dietary needs and your physician's order.
- If you would like a relative, friend or care partner to help you during mealtimes, please check with your nurse.

Meals are delivered at the following times:

Breakfast: 7 a.m. - 8 a.m.
Lunch: 12 p.m. - 1 p.m.
Dinner: 6 p.m. - 7 p.m.

Note: *Your food is delivered in a trolley specially designed to keep hot food hot and cold food cold. That way, it is safely handled and at the proper temperature when served to you.*

Meal vouchers are available to care partners and watchers and can be obtained from the nursing staff. We would appreciate them using the vouchers during the following times:

Breakfast: 7:30 a.m. - 8:30 a.m.
Lunch: 1 p.m. - 2 p.m.
Dinner: 6:30 p.m. - 7:30 p.m.

Honoring Personal Preferences

- The experience you have while you are in the hospital is very important to us, and we will do everything to honor any personal preferences you have.
- Our priority is your safety and recovering health. As such, we work in partnership with you to meet your preferences as best we can.
- Your comfort is essential to your recovery and is important to us. Inform your nurse of any preferences you have, such as sleep habits, bathing and personal grooming. We will do our best to honor your requests.
- Rooms must be kept at a specific temperature at all times. If your room is too cold, your nurse will gladly provide you with an extra blanket.

Ward Routine

The medical routines in your ward are designed to provide you with the best possible care in the most efficient way possible. This includes such things as physician rounds, meal and quiet times, as well as activities and care provided by other health professionals such as dietitians and physiotherapists.

Moving and Lifting you Safely

If you need help moving, staff may need to use special equipment to keep you comfortable and safe.

Cleanliness, Infection Prevention and Control

JHAH takes infection prevention and control very seriously, and we encourage patients, care providers and visitors to take it seriously as well.

- All patients and visitors must wash their hands or use the hand sanitizers located by the bed.
- Ensure that you wash your hands with soap and water before eating and after using the toilet for your safety.
- If it is difficult for you to get to the washbasin, ask staff to help you use hand sanitizer.
- Avoid touching invasive devices such as catheters, drains, IV tubing and wound dressing. As importantly, do not let your visitors touch these either.

- Some infections mean it may be necessary to adjust your visiting hours to protect you, your family and other patients.
- Visitors must not sit on the beds. They should use the chairs provided.
- We encourage you to ask your care partner and staff if they have washed their hands. By doing so, you are helping to control infection.

Treatment Consent

If you need to have an operation or procedure, a consent form will be required. By signing this, you agree to the procedure and understand what is involved. You can withdraw your consent prior to the procedure if you change your mind. We encourage you to ask any questions you may have about any aspect of your care before signing the consent form.

All treatment options will be discussed with you or the person acting on your behalf. This includes discussing the risks involved, benefits and alternatives to treatment.

Please note: *If for some reason you cannot consent for yourself, a person legally responsible can sign on your behalf.*

Privacy and Dignity

- Privacy and dignity for all is something in which we believe strongly and apply to all aspects of medical care.
- In exceptional circumstances where urgent care is needed, providing care may have to take priority.

Respect for Others

Our staff will always do their best to respond positively to your needs and those of your visitors. In return, we respectfully ask that you and your visitors treat our staff and other patients politely and kindly.



What should I bring to the hospital?

- Glasses and medical devices you are currently using such as hearing aids and dentures
- All medications, including non-prescription medication, that you are currently taking. **DO NOT** take any medication during your stay unless directed by the physician.
- Daytime and night clothes/slippers

What should I not bring to the hospital?

- Electrical or extension cords
- Heat-generating electrical devices such as a blow-dryer
- Incense (bukhoor) or candles

Valuables

- We strongly advise you not to bring a lot of money or valuables/important items to the hospital.
- Any belongings you keep with you at the bedside are your responsibility; JHAH is not liable for any loss or damage.
- If you must bring something valuable, then ask your nurse to arrange for it to be kept in the hospital safe until the item(s) can be returned to you or given to a family member to take home for you.

Laundry

We request that you arrange for a relative or friend to take your clothes home to be washed.

Use of Mobile Phones

You will be asked to keep your phone on silent or vibration mode as a courtesy to other patients.

Use of mobile phones is not allowed in the Intensive Care Unit (ICU), the Operating Room, and other critical areas.

Photography and Filming in the Hospital

To protect the privacy of both patients and staff, photography or recordings of any kind, including cell phone or camera, is strictly prohibited at the hospital.

No Smoking

Smoking, including e-cigarettes, is strictly prohibited at JHAH. Designated smoking areas are available and are included on the attached map on page 22.

Leaving the Ward

For your safety, if you want to leave the ward to take a walk or visit a smoking area, you should let a nurse know before you go. If your medical condition does not allow you to leave, the nurse will let you know.



Safety during your stay

Fire Safety

- In the event of a suspected fire, an alarm will sound.
- You should follow the instructions of hospital staff who are specially trained in fire and evacuation procedures. They will also let you know if the alarm is a preparedness drill.
- If you smell or see smoke, contact a nurse and/or member of staff immediately. Do not attempt to put the fire out.

Patient Identification

For your safety, our staff will put a wristband on you that you need to wear at all times during your stay at the hospital. Keeping it on is essential to make sure you receive the correct treatment.

Staff Identification

Our staff wear hospital identification badges with their names. Staff are encouraged to introduce themselves to you by name and to let you know their role. If you are unsure about the identity of a staff member, do not hesitate to ask them to introduce him or herself.

Fall Prevention

Due to side effects from certain medications, acute illness, disorientation due to unfamiliar surroundings or problems with balance, patients may be at a higher risk of falling while in the hospital. The staff will do their best to minimize that risk.

Skin Assessment – the Maintenance of your Skin

Skin assessment is concerned with keeping your skin in good condition while you are in the hospital. If you are at risk, the nursing staff will regularly check your pressure points to prevent pressure injuries.

Pain Management

Ensuring that you are physically comfortable and as free from pain as possible is very important to us. Let your nurse know when you are experiencing any pain or discomfort.

Reducing the Risk of a Blood Clot

During or after a period of inactivity, the risk for blood clots increases. To reduce this risk, ensure you drink plenty of fluids and walk as much as possible. If you have had an operation and cannot walk, do small movements in bed and get up as soon as possible. If you need assistance, just ask a staff member.

During this period and depending on your usual level of activity and your clinical condition, you may be provided with tight-fitting stockings to wear, and devices that squeeze your feet and legs, to promote blood circulation.

MyChart

Bedside

MyChart Bedside

MyChart Bedside helps you stay involved in your care during your stay at JHAH. Use Bedside to learn about your Care Team, Check lab results and view your daily schedule, including medication administrations and procedures.

Bedside puts your chart in your hands and gives you real-time access to:

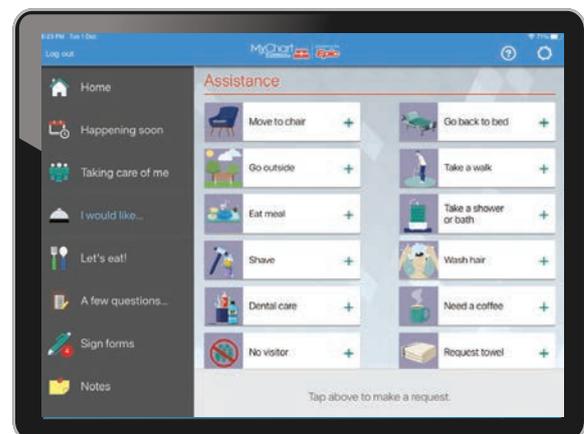
- Your list of medications
- Your treatment plan
- Your lab results
- Information about your care team

Bedside goes beyond your chart as well. Using Bedside you can:

- View menus of the day
- Access patient education literature and videos
- Communicate with your clinicians and more.

How do I get started?

When you arrive, log in to the MyChart app on your mobile phone or tablet. You will see a section on your home page titled 'Your Hospital Stay' with features tailored to where you are in your care.



MyChart HelpDesk

If you need help signing up for MyChart or would like to ask a question, please call our Centralized Contact Center. +966-13-870-3888, and follow the prompts (during working hours).

Preparing to leave the hospital

Discharge Planning:

During your stay, your clinical team will plan your discharge with you and your caregiver. We will discuss your discharge needs; ensure you are provided with any equipment, services or special help that you may require for going home; and establish your expected date for discharge.

Discharge day: We aim to discharge all patients before 2 p.m. on their day of discharge. You will be given a letter about any medication that you will need to take following discharge, a supply of

medication, your medical plan and any follow-up appointments. Do note that your medical condition may alter your time and the day of your discharge, but we will let you know as soon as possible if this is the case so that you can make suitable arrangements. If you require medical transportation by ambulance, this will be arranged for you by your nurse. If you do not require medical transportation, we recommend that you arrange for a friend or relative to collect you.

Your care after you leave the hospital

Case Manager:

If you need services post-discharge or require our home care service to visit you in your home and/or you require durable medical equipment, such as a hospital bed or commode chair, your case manager will arrange this for you. Your case manager will also arrange ongoing hospitalization in a JHAH-contracted extended care facility if your physician has recommended this care.

Physiotherapy:

If you require ongoing physiotherapy, this will be done on an out-patient basis. Your physiotherapist will provide you with your scheduled appointment time. Your physiotherapist will also provide mobility aids such as walkers and canes if you require these devices.

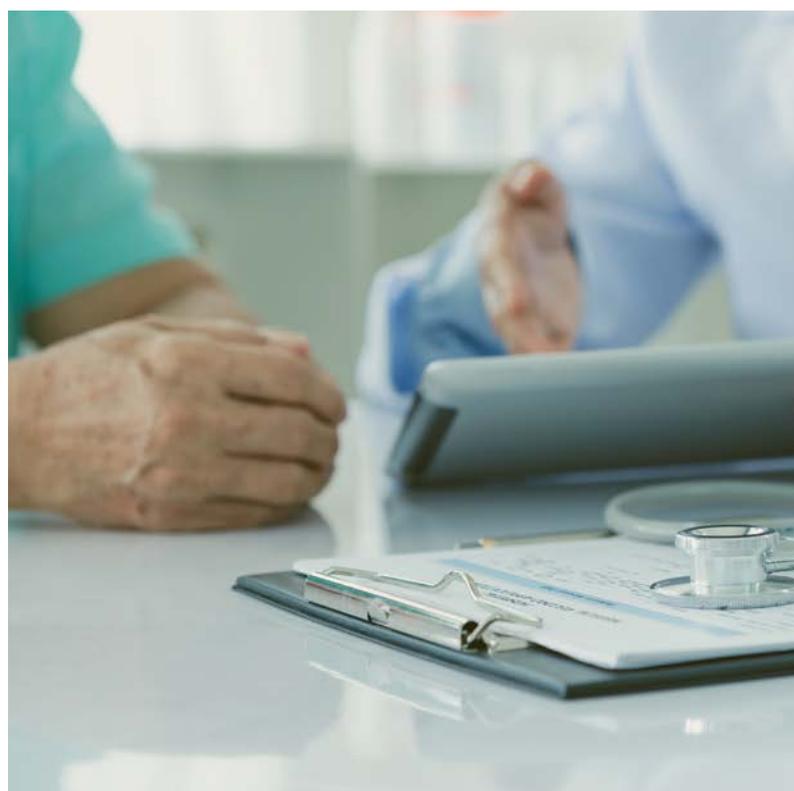
Find out more about our rehabilitation services

Home Health Care:

If you require ongoing nursing care in your home, our nurses will provide this care and teach you and your family what you need to know to help you become as independent as possible. Our services include wound care, intravenous (IV) fluid/antibiotic therapy, tube feeding, urinary catheter care and blood collection for bed bound patients. Your physician will order this care and provide a treatment plan. Home care will be provided for a limited time. You will be asked to sign a consent to treatment form prior to leaving the hospital.

Extended Care Facilities:

If you need ongoing medical care in an extended care facility, we have contracted facilities in the region that provide this service. If your physician recommends extending your care, a family meeting will be held with your sponsor to discuss your options. Your case manager will help you with this process.



JHAH Nurse Care Line



Save yourself unnecessary clinic visits if you have:

- A cough or a cold
- A sore throat
- An earache
- Discharge from the nose

Sunday - Thursday

7:30 a.m. - 3 p.m.

Call the Nurse Care Line:

800-305-444 or 870-3888

Follow the prompts to speak to a JHAH nurse.

Medical Liaison Office



Our Medical Liaison Office team is here to assist you with:

- Requests for medical reports/summaries
- Copies of medical records, diagnostic imaging and lab reports
- Issuing off-duty certificates
- Issuing escort certificates, Hospital Attendance, and disabled parking stickers

Visit the Medical Liaison Office

Our offices are open Sunday to Thursday, 7 a.m. - 4 p.m. For urgent requests, while you are in the hospital, ask the nearest charge nurse.

Dhahran Main Hospital

Building 60, main lobby

Dhahran Primary Care

Al-Hasa Health Center

Outpatient Clinics reception area

Abqaiq Health Center

near the Primary Care waiting area

Ras Tanura Health Center

near the Emergency room reception

You can request your medical information to be released directly from your *MyChart* account. Once we have processed your request, you will be able to view or download the medical information. To request the release of medical information for a dependent, you will need to submit the request through your proxy access to their *MyChart* account. For requests involving physical records i.e., imaging CDs, we will let you know when it is ready for pick-up at our Medical Liaison Office.



Patient Relations

Need Help?

Our multilingual Patient Relations team is here to:

- Address any concerns you may have with your care at JHAH.
- Acknowledge a staff member who has “gone the extra mile” in caring for you, or to address something you feel we could have done better.
- Support requests for adjustments to JHAH services to meet the needs of persons with disabilities, or special needs.

Our office hours are as follows:

7 a.m. to 4 p.m., Sunday to Thursday.

To speak with a Patient Relation Representative during office hours, you can call us through the Centralized Contact Center and follow the prompts or scan the QR code.



Scan the QR code to contact Patient Relations by email.

For urgent requests contact nurse.

In Kingdom: 800 305 4444

Out of Kingdom: +966 13 870 3888

In case your concern is not resolved to your satisfaction through the hospital reporting channel(s), you may report your concerns via the Joint Commission International (JCI) website:
<https://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue/>



Your Voice has the power of change

We value feedback from patients and their family as it helps us improve our services. You can assist us by taking the patient satisfaction phone survey which you will receive within three days after going home.

To ensure your confidentiality, the phone survey is conducted by a third party company called Health.Links/Press Ganey. They take the individual calls and put them into statistical form for JHAH to see. JHAH does not see individual responses.

- The patient survey call will come between the hours of 11 a.m. to 6 p.m.
- The number you will see on your caller ID is 011-520-2580.



روابط للحلول الصحية
HEALTH•LINKS

Powered by



PRESS GANEY®

Information for your visitors

Visiting you at the hospital

- Only two visitors are allowed in your room at the same time to respect the healing and privacy of other patients.
- To help protect all of our patients and staff, visitors must use hand sanitizer when entering and leaving the ward.
- Anyone who has had a cough, cold, sore throat, diarrhea or vomiting should not visit for at least 48 hours after the illness ends.
- Visitors should never sit on a patient bed or use the patient's toilets. Chairs are provided in the room and visitor toilets are located in each ward.
- Flowers are prohibited in the ICU (Intensive Care Unit) to reduce the risk of spreading infection.

Hospital visiting hours

Visiting hours are flexible based on the healthcare team's recommendations, the patient's treatment plan and preferences.

- Hospital Quiet Time is observed between 10 p.m. and 5 a.m.
- Quiet time is key to patient healing; therefore, we ask that all families, friends and visitors be as quiet as possible by:
 - Speaking softly
 - Placing mobile phones on silent or vibration only
 - Limit walking in the hallways

Anyone who does not observe the Quiet Time will be requested to leave the unit.

Visit our website

JHAH.com

- Find a Doctor
- Our Care Services
- Hours of Service and Contact Information



Physician Directory

Find a Doctor

Get to know JHAH Physicians



Close-ups on our skilled physicians
Scan the QR code and get more information

Virtual Medication Management Counseling Service



This service aims to provide virtual, secure and face-to-face visits.

Have your medication questions answered, get your refills extended, and receive visual advice from your pharmacist, all from the comfort of your home.

Stay safe, stay home, save your time, call the pharmacy for any medication inquiry. Our pharmacists are ready to serve you. Scan QR code above to know more.

Al-Hasa/'Udhailiyah

013-533-6161

Sunday to Thursday 7 a.m. - 3 p.m.

Dhahran/Ras Tanura/Abqaiq

800-305-4444, option #4

Sunday to Thursday 7 a.m. - 3 p.m.



Accessing an ethics consultation:

What is an Ethics Consultation Service?

The Ethics Consultation Service and Ethics Committee support patients, families and caregivers as they work together to find solutions to ethical questions regarding patient care.

An ethics consultation helps people in healthcare, and patients and their family members answer the question "what is the right thing to do?" in a caring and supportive environment. It can offer recommendations that healthcare providers and the patient (or the patient's family) may use in their decision-making, while retaining the authority and responsibility to make their own decisions.

Additionally, an ethics consultation/ethics committee can help to ensure that varying perspectives are aired and that the dialogue to address the issue is respectful, inclusive and confidential.

Who can request a consultation?

Anyone involved with a patient can ask for an ethics consultation, from the patients themselves, their families, the attending physician, and healthcare team members, to healthcare managers and administrators.

What type of cases qualify for a consultation?

- A few examples of cases that qualify for an ethics consultation include:
- Uncertainty as to who should make healthcare decisions or how to make those decisions for patients too sick to speak for themselves.
- Conflict arising between values or religious beliefs and a recommended course of treatment.
- Disagreement over whether starting, continuing, or ending treatment, such as breathing tubes or feeding tubes, is the right thing to do.

- Moral distress about a health care decision.
- A complex medical situation that also raises ethical concerns.
- Conflict arising between the autonomy of the patient and treatment provided by healthcare staff.
- Addressing uncertainty as to who should make treatment decisions for a patient who is incapable of participating in the treatment decision-making process for themselves.

How do I ask for an ethics consultation, and what happens when I do?

- A patient or their appropriate decision-maker can place a request for an ethics consultation with any member of the healthcare team caring for the patient. The team member will then contact the Ethics Consultation Service or the Medical Ethics Committee.
- A patient/family member can send a direct e-mail to medicalethics@jhah.com
- The ethics consultant/committee will contact the relevant parties and assess the situation with those involved.
- If appropriate, the ethics consultant/committee will facilitate a discussion among the people involved to help clarify values and reach a consensus on an ethical care plan.

How long does the process take?

Depending on the urgency and the acuity of the situation, the process from start to finish for an ethics consultation could take a few hours (for some patient treatment questions) or a few days or even weeks (for more complex, less urgent issues).

The subject of ethics consultations are also not necessarily limited to current issues and decisions. Much can be learned by reviewing past situations as well.

Patient and Family Rights and Responsibilities

Johns Hopkins Aramco Healthcare aims to drive and enhance the community's wellbeing in an environment of growth and learning by providing innovative, integrated and patient-centered care.

This information explains your and your family's rights while being cared for by Johns Hopkins Aramco Healthcare.

Patient & Family Rights

You have the right:

- To be treated with dignity, compassion and respect for your culture.
- To privacy and confidentiality of care and information
- To receive medically-indicated care and information confidentially.
- To receive skilled care from qualified professionals in a safe, private environment.
- To participate (with family, if you choose) in all aspects of your health care and decisions as permitted by JHAH policies and Saudi Arabian law.
- To receive information in a manner and language you understand.
- To request a second opinion without compromising your care, treatment or service.
- To refuse recommended treatment, or leave the hospital against medical advice, but you must accept responsibility for the consequences of that decision.
- To voice a concern over your care and receive a timely response without influencing your treatment or any other rights.
- To be protected from physical assault by visitors, other patients and staff.
- To be informed about your medical condition, any confirmed diagnosis and the planned care and treatment(s).
- To be informed about the expected outcome of care and treatment and any unanticipated outcomes.
- To know the identity of the physician or other health practitioner responsible for your care.
- To have your pain assessed and managed appropriately in a compassionate and caring way, and respectful compassionate care at the end of life.
- To be informed of how to contact care providers in case of emergency.
- To a response on request for spiritual and religious support.

Patient & Family Responsibilities

You have the responsibility:

- To treat staff, patients and visitors with respect, courtesy and dignity.
- To make, keep and cancel appointments in a timely manner.
- To provide accurate and complete information about your health and anything that affects it.
- To participate in medical care planning and to follow all instructions during treatment and continuing post-discharge. This includes leaving JHAH after discharge procedures are complete.
- To respect the privacy of others. NOTE: Photography is not permitted at JHAH without prior written permission.
- To respect that patients will be treated based on the urgency of their medical needs.
- To safeguard ALL valuables you bring to JHAH.
- To understand that some services are not available at JHAH. As a result, you may be referred to another hospital.
- To follow all hospital policies and procedures (e.g., visiting hours, smoking policy, use of electrical equipment and safety of belongings).
- To use hospital facilities and equipment safely.

Hospital Facilities and Services

Food Services

Cafeteria

The main cafeteria for visitors and staff is located on the first floor of the main hospital Building 60, opposite radiology.

Operating hours

On weekdays:

6:30 a.m. – 8:30 a.m. for breakfast meal
11 a.m. – 2:30 p.m. for lunch meal
5 p.m. – 7:30 p.m. for dinner meal
10 p.m. – 12 midnight for evening meal

On weekends/holidays

6:30 a.m. – 8:30 a.m. for breakfast meal
11 a.m. – 1 p.m. for lunch meal
5 p.m. – 7:30 p.m. for dinner meal
10 p.m. – 12 midnight for evening meal

Coffee Stations

At JHAH, we offer several coffee stations spread throughout the hospital.

Tim Horton's Coffee Shop: Daily from 5 a.m. - 9 p.m.

Main Coffee Shop

The main coffee station is located as you enter the hospital through the main entrance to the right. It is open from 6:30 a.m. to 10 p.m., Sunday through Thursday and from 2 p.m. to 10 p.m. on weekends and holidays. This coffee station offers a wide range of beverages and hot and cold snacks.

Specialty Clinics Building 61 Coffee Station

Offering snacks, hot and cold beverages, it is open from 6 a.m. to 4 p.m., Sunday through Thursday.

Al Jabal Cafe

Al Jabal Cafe offers a wide range of snacks and beverages, including a breakfast and lunch menu. It is open from 6:30 a.m. to 6 p.m., Sunday through Thursday.

Mosques and Prayer Rooms (*Refer to the map*)

The female prayer area is located in the basement of Building 61.

The male mosque is also located in the basement of Building 61.

The Flower Shop

The flower shop is located on the left as you enter the hospital through the main entrance.

Opening hours:

Sunday through Thursday: 9 a.m. – 7:30 p.m.
Weekends and Holidays: 2 p.m. – 7:30 p.m.

Vending Machines

Vending machines offering hot and cold beverages, as well as a selection of healthy snacks, are located in several areas throughout the hospital including the emergency room, waiting area and at Day Surgery.

Bedside TV and Phone Service

Most of our wards have televisions and bedside telephones.

Cash Machine

Two ATMs are available; one inside the main entrance lobby of the hospital and one outside the Day Surgery entrance, Building 62.

Access to Services

Our facilities for patients include drop off points, disabled parking spaces and wheelchair accessible entrances. In addition, we have electronic beds and accessible bathroom facilities. Wheelchairs are also available at the main entrances to the hospital.

Welcome Guides

We offer a welcome guide service to assist you with directions within the hospital and provide you with a wheelchair if needed. They are stationed at the main entrances of the hospital and the Primary Care Building 50.

Pharmacy

A Pharmacy is located in the Specialty Clinics Building 61 and in Primary Care Building 50.

Valet Parking

In addition to free of charge pre-appointment valet parking for patients, JHAH Dhahran valet parking services now provides paid valet parking for JHAH visitors. The expanded offering includes: valet parking, monthly parking options and car wash services. For more details, see attached map on page 22.



- | | | | |
|-------------------------------------|-----|-----------------------------------|--|
| Gate 6 | | Pharmacy | |
| Mosque / Prayer Room | | Smoking Zone | |
| Entrances | | Coffee Shop | |
| Main Entrance | 1 | Flower Shop | |
| Emergency Services Entrance | 2 | Blood Bank | |
| Surgicare Entrance | 3 | Vending Machine | |
| Oncology & Blood Disorders Entrance | 4 | Emergency Medical Services | |
| Surgical Clinic Entrance | 5 | Bus Stop | |
| Speciality Clinics Entrance | 6 | Saudi Aramco Vehicles | |
| Speciality Clinics Entrance | 7 | Persons with Disabilities Parking | |
| Primary Care Entrance | 8-9 | Valet Parking | |
| Dental Services Entrance | 10 | Blood Donor Parking | |
| Walk-In Care | 11 | Compact Cars Parking | |
| | | EMS Compact Parking | |
| | | Executive Health Center | |
| | | Staff Parking | |
| | | General Parking | |
| | | Executive Health Center Parking | |

Patient Passport

مركز جوائز هوبكنز
أرامكو الطبي
Johns Hopkins
Aramco Healthcare

Emergency Contact Numbers

Inside Saudi Aramco Facilities		Ambulance	911
		Fire	911
		Security	911
Outside Saudi Aramco Facilities		Red Crescent (Ambulance)	911
		Civil Defense (Fire)	911
		Local Police	911
		Local Traffic Accident	911

Useful Contacts

Patient Relations:

For help with your health care needs and medical customer service matters, email PatientRelations@JHAH.com or call 800-305-4444/ Option 6

SMS Reminders

To receive reminders for your medical & dental appointments via SMS, Register at: <http://myhome > myInformation > Medical > Maintain SMS Reminder Details>.
Or Update your mobile phone number at a clinic reception desk.

جواز المريض

مركز جوائز هوبكنز
أرامكو الطبي
Johns Hopkins
Aramco Healthcare

أرقام الاتصال بالطوارئ

الإسعاف		الإسعاف	911
المطافي		المطافي	911
الامن		الامن	911
الهلال الأحمر (الإسعاف)		الهلال الأحمر (الإسعاف)	911
الدفاع المدني (المطافي)		الدفاع المدني (المطافي)	911
الشرطة المحلية		الشرطة المحلية	911
حوادث السير المحلية		حوادث السير المحلية	911

أرقام مفيدة

علاقات المريض:
للمساعدة بخصوص احتياجاتك الصحية وأمر خدمة العملاء الطبية،
أرسل رسالة إلكترونية PatientRelations@JHAH.com أو قم بمكالمة 800-305-4444 أو خيار 6
أو قم بتحديث رقم جوالك عند مكتب الاستقبال في العيادة.
خدمة الرسائل النصية التذكيرية
تستلم رسائل نصية قصيرة لتذكرك بمواعيدك الطبية ومواعيد الاستشارة.
قم بالتسجيل عبر الموقع التالي:
<http://myhome > myInformation > Medical > Maintain SMS Reminder Details>.
أو قم بتحديث رقم جوالك عند مكتب الاستقبال في العيادة.