



YOUR COMPLETE RESOURCE FOR MEDICAL TRAVEL IN DUBAI

Patients Beyond Borders

The Most Trusted Resource
in Medical Travel

DUBAI HEALTHCARE CITY EDITION

Everybody's Guide to
Affordable, World-Class
Healthcare

by **JOSEF WOODMAN**

LOOK INSIDE FOR:

- Some of Dubai's best, safest hospitals & clinics
- Dubai's leading specialties
- How to plan & budget your medical trip
- Where to stay & what to do in Dubai

"I could not have asked for a better surgeon anywhere in the world and know I am going to be so happy, skipping along in the future."

—Johanna, a knee replacement patient who traveled to DHCC for treatment



Praise for *Patients Beyond Borders*

“The \$20 billion-a-year global medical-tourism market finally has a guidebook of its own. With medical tourism now growing at 15 percent annually . . . this tome couldn’t be more timely.”
—*Travel + Leisure Magazine*

“*Patients Beyond Borders* tells how to plan and budget for medical care abroad and how to find the best doctors and hospitals.”
—*AARP Bulletin*

“*Patients Beyond Borders* works as a valuable ready-reckoner on Dubai Healthcare City and its offerings. The informal narrative complements the well-researched and crisp content. The book comes at a time when Dubai is gaining increased acceptance as a top medical tourism destination in the region.”

—Vasanti Sundaram, author of *Footprints: Memoirs of an Indian Patriarch*

“I have read and am impressed by this book.”
—Arthur Frommer

“The bible for the potential surgical traveler.”
—Milken Institute

“A must-read for those considering medical tourism.”
—ABC News

“*Patients Beyond Borders* is a landmark series of consumer guides to international medical travel that has helped thousands of patients plan successful health journeys abroad.”
—*US News & World Report*

What Patients Are Saying About *Patients Beyond Borders*

“I am considering elective surgery, and this was a great compendium of information scattered all over the internet.”

—Amy T., North Carolina, United States

“*Patients Beyond Borders* was my guide through the process of considering, researching, deliberating, and deciding to go abroad for surgery. . . . The book rarely left my side in the months I was considering medical travel.”

—Nancy S., North Carolina, United States

“When I went abroad for my surgery, a guide like this would have saved me a lot of time and even more money. Health travel is rewarding, but it can be complicated and it is hard to stay organized. *Patients Beyond Borders* makes planning and taking a trip so much easier.”

—Doug S., Wisconsin, United States

“I am a single mom and knew I would be paying out of pocket and wanted someplace safe, so I read [*Patients Beyond Borders*] to help me prepare for my journey.”

—Kelly B., Tennessee, United States

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Dubai Healthcare City Edition

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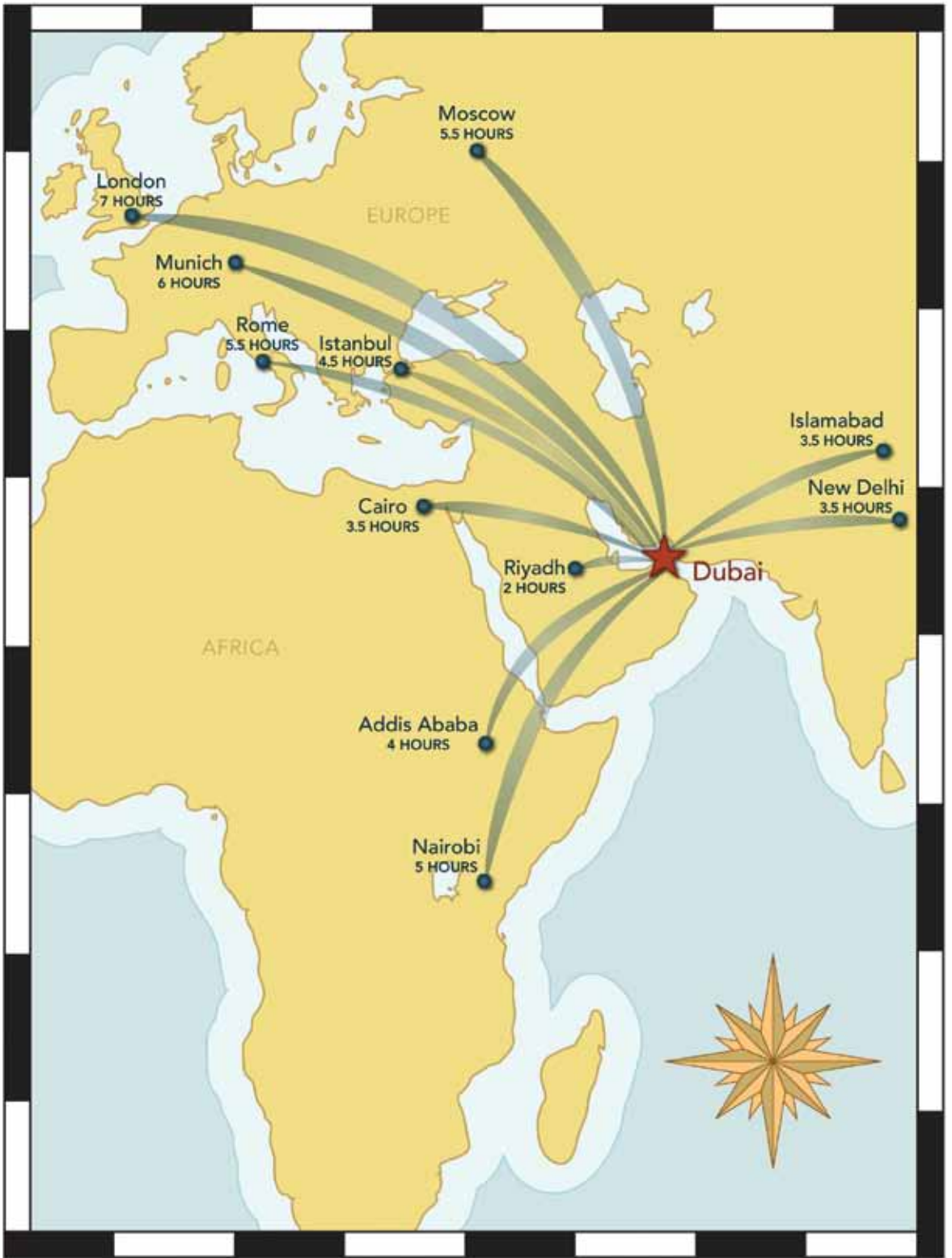


Josef Woodman

HEALTHY TRAVEL MEDIA

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Al Razi Medical Complex, DHCC



Ibn Sina Medical Complex, DHCC

Dubai Healthcare City
2,500 healthcare professionals
90 medical centers
86 medical specialties
2 JCI-accredited hospitals



Dubai Metro, DHCC Station



The City Hospital is a state-of-the-art, multidisciplinary hospital offering world-class healthcare and hospitality.







Dr. Sulaiman Al Habib Dubai Medical Center is an integrated outpatient medical facility equipped with the latest healthcare technologies and a talented team of specialists.





Samsung Medical Center offers the latest technologies for diagnosis and treatment including PET-CT, MRI, CT, and TomoTherapy.



Patients Beyond Borders®

Dubai Healthcare City Edition

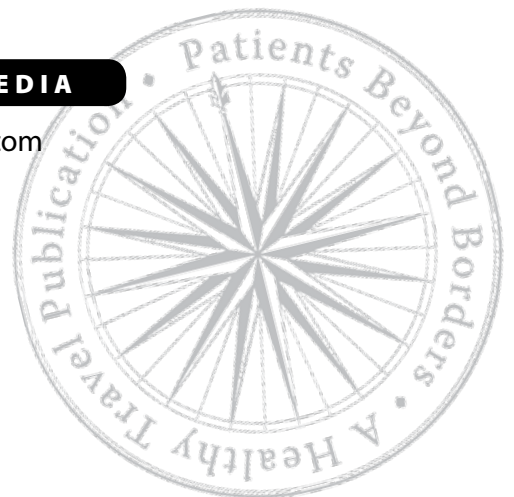
Everybody's Guide to Affordable,
World-Class Healthcare

Josef Woodman

HEALTHY TRAVEL MEDIA

patientsbeyondborders.com

FOR REVIEW ONLY



Patients Beyond Borders:
DUBAI HEALTHCARE CITY EDITION
Everybody's Guide to Affordable, World-Class Healthcare

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COVER ART AND PAGE DESIGN: *Anne Winslow*

DEVELOPMENTAL EDITING: *Les Roka*

COPYEDITING: *Kate Johnson*

PROOFREADING: *Barbara Resch*

INDEXING: *Madge Walls*

TYPESETTING: *Copperline Book Services*

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Healthy Travel Media

PO Box 17057

Chapel Hill, NC 27516 US

1 800 883.5740, US toll-free

+1 919 924.0636, International

info@patientsbeyondborders.com

patientsbeyondborders.com

To the Dedicated Medical Community
of Dubai Healthcare City

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Please Read Carefully

This book is intended as a reference guide, not as a medical guide or manual for self-diagnosis or self-treatment. While the intent of *Patients Beyond Borders: Dubai Healthcare City Edition* is to provide useful and informative data, neither the author nor any other party affiliated with this book renders or recommends the use of specific hospitals, clinics, professional services (including physicians and surgeons), third-party agencies, or any other source cited throughout this book.

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I HAVE FOLLOWED THE FITFUL yet determined progress of Dubai Healthcare City (DHCC) since research on *Patients Beyond Borders* first began in 2005. My initial discussions and meetings with DHCC leaders gave me insights into healthcare access in Dubai and throughout the Middle East—all of which have helped shape the pages of *Patients Beyond Borders: Dubai Healthcare City Edition*.

I am particularly grateful to the institutions that enthusiastically supported and sponsored this project from the beginning. I especially appreciate the early support of DHCC leaders, whose vision and tireless efforts to develop DHCC's offerings served as inspiration for our efforts. Without their guidance and support this project would not have been possible.

My deep admiration and appreciation go to the many wonderful staff at DHCC who worked tirelessly to coordinate the myriad details required to bring the book to completion. Our gratitude also goes to the exceptional staff working in the medical centers based at DHCC. Their enthusiasm for helping others and sharing knowledge carried over to this project as well. Without their information, stories, and images this book would not have been complete.

The Department of Tourism and Commerce Marketing generously provided many of the tourism images used on these pages. They have truly been ambassadors of tourism and we are grateful to them for sharing so many impressive views of Dubai with us.

And thank you to the patients who shared their stories with us. Your voices add a compelling personal touch—and hopefully lend a greater sense of comfort to those considering traveling to Dubai for medical care.

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Josef Woodman
Chapel Hill, North Carolina, US
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Preface

DUBAI HEALTHCARE CITY EDITION

ALTHOUGH I'VE BEEN WORKING in global healthcare for more than a decade, a recent trivia question on MSNBC gave me pause: "What are the world's two largest industries?" "Healthcare and tourism" is the answer—and the medical traveler is a participant in both, shopping the international marketplace for the best, most affordable alternatives.

My job and passion is to seek out options for savvy healthcare consumers, so I've traveled the world, visiting more than 30 countries and touring hundreds of hospitals. One of my recent stops was in the United Arab Emirates (UAE) to explore the much-publicized Dubai Healthcare City (DHCC). Located in Dubai, the second largest emirate in the UAE, DHCC was launched in 2002 by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to meet the region's demand for high-quality, patient-centered healthcare. Since May 2011, following a decree issued by HH Sheikh Mohammed, HRH Princess Haya Bint Al Hussein has served as Chairperson of the Dubai Healthcare City Authority. In this role, HRH Princess Haya oversees DHCC and is working to reposition Dubai Healthcare City as an internationally recognized center for integrated medical services.

As with finance, tourism, and other service sectors, Dubai has taken a global approach to healthcare development, attracting top international providers from Korea, the UK, Germany, France, and the US, among many others. So, while the Middle East is known for exporting patients to global medical hubs such as Thailand, India, Germany, and the US, one of DHCC's missions is to bring UAE residents and neighbors healthcare services nearer to home.

High-quality healthcare, patient care, and safety are central to DHCC's

mission. The Center for Healthcare Planning and Quality (CPQ), established jointly with Partners Harvard Medical International, works as an independent regulatory body to set and maintain international standards of best practice for service delivery and patient care. Every healthcare provider and professional at DHCC must meet stringent CPQ-licensing criteria.

The world's first free trade zone for healthcare and largest medical hub, DHCC is home to two Joint Commission International (JCI)-accredited hospitals and over 90 outpatient medical centers and diagnostic laboratories, in addition to numerous allied healthcare and retail businesses offering world-class services. DHCC's multicultural medical community comprises more than 2,500 licensed professionals speaking 40 languages and offering expertise across 80 specialties. In 2011 alone, DHCC physicians treated more than half a million patients.

In addition to medical care, DHCC has partnered with research and development companies vital to healthcare innovation. To date, nine out of the world's 12 largest pharmaceutical firms are based at DHCC. World-leading pharmaceutical companies such as Johnson and Johnson, Sanofi-Aventis, Bayer, Boehringer Ingelheim, Dräger, Merck Serono, and AstraZeneca are part of DHCC's thriving pharmaceutical business community.

DHCC now offers in one location an array of healthcare services popular with medical travelers. Centers of excellence include complementary and alternative medicine, cosmetic treatment, dermatology and hair transplant, dentistry, orthopedics and sports medicine, endocrinology and weight management, eye care, and cardiology. Given the quality of care, strategic location, and attractions of Dubai as a tourism destination, today DHCC attracts patients from around the world including the US, the UK, and neighboring countries in the Middle East.

As for the tourism component of medical travel, Dubai has much to offer. Visitors enjoy year-round sunshine in a city that is virtually crime-free. It is conveniently located within about four hours' flying time from a

third of the world's population. With a population comprised of over 200 nationalities, Dubai is a truly multicultural and international city. While Arabic is the country's official language, English is widely spoken and most commercial establishments conduct business in English. The city offers numerous sights and activities—everything from desert safari, camel riding, and falconry to luxury shopping and superb dining—an ideal mix for patients seeking to schedule vacation time along with their healthcare needs.

Josef Woodman
January 2012

Introduction

IF YOU'RE HOLDING THIS COPY of *Patients Beyond Borders: Dubai Healthcare City Edition* in your hands, you probably already know that you need a medical procedure, and perhaps you are considering an affordable, trustworthy alternative to care in your own country. As you can see, this is a specialty volume in the *Patients Beyond Borders* series, profiling Dubai Healthcare City as a healthcare destination. It is intended for those who already have (more or less) a diagnosis and already know (more or less) what treatment they need.

This edition does not provide the breadth of general information about international medical travel that you will find in our larger book, *Patients Beyond Borders: Everybody's Guide to Affordable, World-Class Healthcare*, now in its Third Edition. Instead, this volume first offers an overview of the questions you need to answer before you commit to medical travel; then, most of its pages are devoted to describing some of the best places in Dubai Healthcare City to find excellent treatment and care.

Patients Beyond Borders: Dubai Healthcare City Edition is not a guide to medical diagnosis and treatment, nor does it provide medical advice on specific treatments or caregiver referrals. Your condition, diagnosis, treatment options, and travel preferences are unique, and only you—in consultation with your physician and loved ones—can determine the best course of action. Should you decide to go to Dubai for treatment, we provide a wealth of resources and tools to help you become an informed medical traveler, so you can have the best possible travel experience and treatment your money can buy.

The Phenomenon of Medical Travel

My research, including countless interviews, has convinced me that with diligence, perseverance, and good information, patients considering trav-

eling to Dubai or anywhere else for healthcare indeed have legitimate, safe choices, not to mention an opportunity to save thousands of dollars. Depending upon the travel destination and type of treatment, uninsured and underinsured patients—as well as those seeking elective care—can save 30–60 percent of the cost of the same treatment in their home country. For example, a spinal fusion procedure that costs US\$41,000 in the US may cost between US\$20,000 and US\$25,000 in Dubai, depending on patient needs and requirements.

Destination	Coronary Artery Bypass Graft	Balloon Angioplasty	Knee Replacement	Hip Replacement	Facelift
Dubai Healthcare City*	\$22,000	\$20,000	\$20,000	\$27,000	\$10,000
United States**	\$88,000	\$35,000	\$34,000	\$33,000	\$14,500

*Dubai Healthcare City estimates are averages based on data reported as of 2010.

**US costs vary widely depending on location, materials and equipment, and individual requirements. Rates are averages and reflect discounts available to uninsured patients.

But cost savings are not the only reason to travel for healthcare. Others include:

Better quality care. In Dubai Healthcare City (DHCC), every health-care provider and medical professional is assessed according to strict criteria and licensing standards that satisfy and often exceed requirements of internationally recognized best practices for medical facilities, instrumentation, and customer service.

Excluded treatments. Many people do not have health insurance. Even if you do, your policy may exclude a variety of conditions and treatments. You, the policyholder, must pay these expenses out of pocket, so having the procedure in a place where it is more affordable makes economic sense.

Specialty treatments. Some procedures not available in your home country are available abroad. Some procedures that are widely practiced in certain parts of the world have not yet been approved in others, or they have been approved so recently that their availability remains spotty. Known for excellence in dentistry, ophthalmology, orthopedics, gynecology, reproductive medicine, and cosmetic surgery, Dubai offers comprehensive care in these top specialties with the added benefit of cutting-edge international collaboration.

Shorter waiting periods. For decades, thousands of Canadian and British subscribers to universal, “free” healthcare plans have endured long waits for established procedures. Patients living in other countries with socialized medicine are beginning to experience longer waits as well. Some patients figure it is better to pay out of pocket to get out of pain or halt a deteriorating condition than to suffer the anxiety and frustration of waiting.

More “inpatient-friendly.” Health insurance companies apply significant pressure on hospitals to move patients out of those costly beds as quickly as possible, sometimes before they are ready. In Dubai and many other medical travel destinations, care is taken to ensure that patients are discharged at the appropriate time and no sooner. Furthermore, staff-to-patient ratios are usually higher abroad, while hospital-borne infection rates are often lower.

The lure of the new and different. Although traveling for medical care can be challenging, many patients welcome the chance to blaze a trail, and they find the hospitality and creature comforts often offered abroad to be a welcome relief from the sterile, impersonal hospital environments so frequently encountered at home. Dubai is a particularly tempting tourist wonderland for medical travelers, with relaxing beaches, daring contemporary architecture, desert safaris, world-renowned shopping, and some of the region’s most prominent examples of Islamic architecture.

How to Use This Book

First, please review the checklists and sidebars in **Part One, “Reminders for the Savvy, Informed Medical Traveler.”** A shortened version of the more complete information in *Patients Beyond Borders: Third Edition*, it gives you some of the tools you will need to do your research and make an informed decision. You will find the following in Part One:

Dos and Don’ts for the Smart Health Traveler

***Patients Beyond Borders* Budget Planner**

Checklists for Health Travel

Checklist 1: Should I Consult a Health Travel Planner?

Checklist 2: What Do I Need to Do Ahead of Time?

Checklist 3: What Should I Pack?

Checklist 4: What Do I Do After My Procedure?

Checklist 5: What Does My Travel Companion Need to Do?

Part Two, “Dubai: A Prime Destination for the Medical Traveler,” provides a brief overview of healthcare in DHCC today and profiles prominent healthcare facilities that serve medical travelers to Dubai. Each entry includes contact information along with a rundown on available services and history of care.

Part Three, “Traveling in Dubai,” provides details on everything from passports to pastimes—basic, practical information you will need to plan your trip. It also describes a number of the sights and experiences to be enjoyed in Dubai and offers some practical advice on staying safe and staying well.

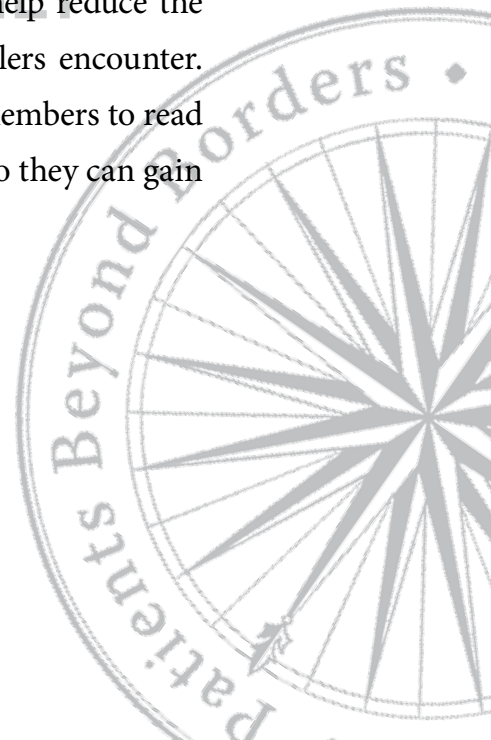
Part Four, “Resources and References,” offers additional sources of travel information and helpful links.

As you work your way through decision-making and subsequent planning, remember that you are following in the footsteps of millions of health travelers who have made the journey before you. The vast majority has returned home successfully treated, with money to spare in their savings accounts. Still, the process—particularly in the early planning—can be daunting, frustrating, and even a little scary. Every health traveler I have interviewed experienced “the Big Fear” at one time or another. Healthcare abroad is not for everyone, and part of being a smart consumer is evaluating all the impartial data available before making an informed decision. If you accomplish that in reading *Patients Beyond Borders: Dubai Healthcare City Edition*, I have achieved my goal. Let’s get started.

Part One

Reminders for the Savvy, Informed Medical Traveler

Much of the advice in Part One is covered in greater detail in the international *Patients Beyond Borders: Third Edition*. Consider these three sections a capsule summary of essential information, sprinkled with practical advice to help reduce the number of inevitable “gotchas” that health travelers encounter. You may want your travel companion or family members to read this section, along with the book’s Introduction, so they can gain a better understanding of medical travel.



Dos and Don'ts for the Smart Health Traveler

Before Your Trip

Do plan ahead.

The further in advance you plan, the more likely you are to get the best doctors, the lowest airfares, and the best availability and rates on Dubai hotels, particularly if you will be traveling at peak tourist season between December and May. If possible, begin planning at least three months prior to your expected departure date. Medical visas to Dubai are valid for 60 days and can be renewed twice. If you are concerned about having to change plans, *do* be sure to confirm cancellation policies with airlines, hotels, and travel agents.

Do be sure about your diagnosis and treatment needs.

The more you know about the treatment you are seeking, the easier your search for a physician will be. *Do* work closely with your local doctor or medical specialist, and make sure you obtain exact recommendations—in writing, if possible. If you lack confidence in your doctor's diagnosis or treatment plan, seek a second opinion.

Do research your in-country doctor thoroughly.

This is the most important step of all. When you have narrowed your search to two or three physicians, invest some time and money in personal telephone interviews, either directly with your candidate doctors or through your health travel planning agency. *Don't* be afraid to ask questions, lots of them, until you feel comfortable that you have chosen the right physician.

Don't rely completely on the internet for your research.

While it is okay to use the web for your initial research, *don't* assume that sponsored websites offer complete and accurate information. Cross-check your online findings against referrals, articles in leading newspapers and magazines, word of mouth, and your health travel agent.

Do consider traveling with a companion.

Many health travelers say they would not go without a close friend or family member by their side. Your travel companion can help you every step of the way. With luck, your companion may even enjoy the trip!

Do consider engaging a good health travel planner.

Even the most intrepid, adventurous medical traveler will benefit from the knowledge, experience, and in-country support these professionals can bring to any health journey. *Do* thoroughly research an agent before plunking down your deposit.

Do get it in writing.

Cost estimates, appointments, recommendations, opinions, second opinions, airline and hotel arrangements—get as much as you can in writing, and *do* be sure to take all documentation with you on the plane. Email is fine, as long as you retain a written record of your key transactions. The more you get in writing, the less chance of a misunderstanding.

Do insist on using a language you understand.

Arabic is the official language but English is widely spoken and is used extensively in commercial and professional transactions. Good manners and courtesy are also of utmost importance in Dubai and a hard-hitting, confrontational approach is often not welcome. Establishing comfortable, reliable communication with your key contacts is paramount to your success as a health traveler.

Don't plan your trip too tightly.

A missed consultation or an extra two days of recovery in Dubai can mean expensive rescheduling with airlines. A good rule of thumb is to add an extra day for every five days you anticipate for consultation, treatment, and recovery.

Do alert your bank and credit card companies.

Contact your bank and credit card companies *prior to your trip*. Inform them of your travel dates and where you will be. If you plan to use a credit card for large amounts, alert the company in advance and reconfirm your credit limits to avoid card cancellation or unexpected rejections.

Do learn a little about your destination.

Once you have decided on Dubai or any other health travel destination, spend a little time getting to know something about its history and geography. Buy or borrow a couple of travel guides. Read a local newspaper. Your hosts will appreciate your knowledge and interest.

Do inform your local doctors before you leave.

Preserve a good working relationship with your family physician and local specialists. Although they may not particularly like your traveling overseas for medical care, most doctors will respect your decision. Your local healthcare providers need to know what you're doing, so they can continue your care and treatment once you return home.

While in Dubai

Don't be too adventurous with local cuisine.

Representing more than 200 nationalities, Dubai is a food lover's cosmopolitan delight, offering every imaginable culinary tradition from classic European to Pacific Rim. But one sure way to get your treatment off to a bad start is to enter your clinic with even a mild case of stomach upset due to a change in drink or diet. Prior to treatment, avoid rich or spicy foods and exotic drinks. During any inpatient stay, *don't* be afraid to ask the hospital's dietician for a menu that is easy on your digestion.

Don't scrimp on lodging.

Although Dubai is widely known for luxurious, five-star accommodations, many respectable budget hotels and hotel apartments that offer facilities in the two- and three-star range are also available. The important point is that you *don't* want to end up in uncomfortable surroundings when you are recuperating from major surgery. In Dubai, you should be able to find a good hotel in a price range that suits you. Ask your hospital or health travel agent for a recommendation.

Don't stay too far from your treatment center.

When booking hotel accommodations for you and your companion, make sure the hospital or doctor's office is nearby. Staff members at your destination facility can advise you on suitable lodging. (Part Three provides information on lodgings near DHCC.)

Don't settle for second best in treatment options.

While you can cut corners on airfare, lodging, and transportation, always insist on the very best healthcare your money can buy. Focus on quality, not just price.

Do befriend the staff.

Nurses, nurse's aides, paramedics, receptionists, clerks, and even maintenance people are vital members of your health team! Take the time to chat

with them, learn their names, inquire about their families, and perhaps proffer a small gift. Above all, treat the staff with deference and respect. When you are ready to leave the hospital, a sincere thank-you note makes a great farewell.

Going Home

Don't return home too soon.

After a flight to Dubai, multiple consultations with physicians and staff, and a painful and disorienting medical procedure, you might feel ready to jump on the first airplane home. That is understandable but not advisable. Your body needs time to recuperate, and your in-country physician needs to track your recovery progress. As you plan your trip, ask your physician how much recovery time is advised for your particular treatment—then add a few extra days to your stay, just to be safe. You can always see some of Dubai's wonderful sights during your extra days, if you feel up to it!

Do set aside some of your medical travel savings for a vacation.

You and your companion deserve it! If you are not able to take leisure time during your medical trip to Dubai, then set aside a little money for some time off after you return home, even if it is only a weekend getaway.

Do get all your paperwork before leaving the country.

Get copies of everything. No matter how eager you are to get well and get home, make sure you have full documentation on your procedure(s), treatment(s), and followup. Get receipts for everything.

Above All, Trust Your Intuition!

Your courage and good judgment have set you on the path to medical travel. Rely on your instincts. If, for example, you feel uncomfortable with your in-country consultation, switch doctors. If you get a queasy feeling about extra or uncharted costs, don't be afraid to question them. Millions of health travelers have beaten a well-worn path abroad using good information and common sense. You can, too! Safe travels!

Ten “Must-Ask” Questions for Your Candidate Physician

Make the following initial inquiries, either of your health travel agent or the physician(s) you’re interviewing:

- 1. *What are your credentials? Where did you receive your medical degree? Where was your internship? What types of continuing education workshops have you attended recently?*** The right international physician either has credentials posted on the web or will be happy to email you a complete résumé.
- 2. *How many patients do you see each month?*** Hopefully, it is more than 50 and less than 500. The physician who says “I don’t know” should make you suspicious. Doctors should be in touch with their customer base and have such information readily available.
- 3. *To what associations do you belong?*** Any worthwhile physician or surgeon is a member of at least one medical association and your practitioner should be keeping good company with others in the field. DHCC is one of the world’s largest conglomerations of healthcare facilities, and each of its more than 2,500 licensed healthcare practitioners has undergone a rigorous licensing program administered by an independent board of internationally regarded healthcare experts.
- 4. *How many patients have you treated who have had my condition?*** There is safety in numbers and you will want to know them. Find out how many procedures your intended hospital has performed. Ask how many of *your specific treatments for your specific condition* your candidate doctor has personally conducted.
- 5. *What are the fees for your initial consultation?*** Answers will vary and you should compare prices to those of other physicians you interview.
- 6. *May I call you on your mobile phone before, during, and after treatment?*** Most international physicians stay in close direct contact with their patients, and mobile phones are their tool of choice.
- 7. *What medical and personal health records do you need to assess my condition and treatment needs?*** Most physicians require at least the basics: recent notes and recommendations from consultations with your local physician or specialist(s), x-rays or scans directly related to your condition, perhaps a medical history, and other health records. Be wary of the physician who requires no personal paperwork.

8. *Do you practice alone, or with others in a clinic or hospital?* Look for a physician who practices among a group of certified professionals with a broad range of related skills.

For surgery:

9. *Do you do the surgery yourself or do you have assistants do the surgery?* This is one area where delegation is not desirable. You want assurance that your procedure will not be performed by your practitioner's protégé.

10. *Are you the physician who oversees my entire treatment including pre-surgery, surgery, prescriptions, physical therapy recommendations, and post-surgery check-ups?* For larger surgical procedures, you want a designated medical team captain. While that is usually the surgeon, check to make sure. ■

Patients Beyond Borders Budget Planner

To derive an estimate of your health travel costs and savings, we suggest you use the “*Patients Beyond Borders Budget Planner*” in this section. As you plan, fill in the blanks that apply to you, and you will arrive at a rough estimate of your costs—and your savings. (You will find more details in the international *Patients Beyond Borders: Third Edition*.)

The \$6,000 Rule

A good monetary barometer of whether your medical trip is financially worthwhile is the *Patients Beyond Borders* “\$6,000 Rule”: If your total quote for local treatment (including consultations, procedures, and hospital stay) is US\$6,000 or more, you will probably save money by traveling abroad for your care. If it is less than US\$6,000, you are likely better off having your treatment at home.

While this rule translates to any currency, its application varies, of course, depending on your financial position and lifestyle preferences. For some, a small savings might offset the hassles of travel. For others who might be traveling anyway, savings considerations are fuzzier.

Patients Beyond Borders Budget Planner

Item	Cost	Comment
IN DUBAI		
Passport/Visa		
Rush charges, if any:		
Treatment Estimate		
Procedure:		
Hospital room, if extra:		Including facility and physician fees
Lab work, x-rays, if extra:		
Additional consultations:		
Medication, if extra:		
Tips/gifts for staff:		
Other:		
Post-Treatment		
Recuperation lodging:		Hospital room or hotel
Physical therapy:		
Prescriptions:		
Concierge services:		Optional
Other:		
Airfare		
You:		
Your companion:		
Other travelers:		
Airport fees:		Baggage and parking
Other:		

Patients Beyond Borders Budget Planner (continued)

Item	Cost	Comment
Room and Board		
Hotel:		
Food:		
Taxis, buses, limos:		
Entertainment/sightseeing:		
Other:		
“While You’re Away” Costs		
Pet sitter/house sitter:		
Other:		
Other:		
IN DUBAI SUBTOTAL		
HOMETOWN		
Procedure:		Including facility and physician fees
Lab work, x-rays:		
Hospital room:		
Additional consultations:		
Physical therapy:		
Prescriptions:		
Other:		
HOMETOWN SUBTOTAL		
TOTAL SAVINGS:		Subtract In Dubai Subtotal
		from Hometown Subtotal

Patients Beyond Borders Sample Budget Planner

Item	Cost	Comment
IN DUBAI		
Passport/Visa	\$200.00	
Rush charges, if any:		
Treatment Estimate		
Procedure:	\$9,000.00	
Hospital room, if extra:		Including facility and physician fees
Lab work, x-rays, if extra:	\$45.00	
Additional consultations:	\$200.00	
Medication, if extra:		
Tips/gifts for staff:	\$100.00	
Other:		
Post-Treatment		
Recuperation lodging:	\$1,100.00	Hospital room or hotel
Physical therapy:	\$65.00	
Prescriptions:	\$65.00	
Concierge services:	\$300.00	Optional
Other:		
Airfare		
You:	\$880.00	
Your companion:	\$880.00	
Other travelers:		
Airport fees:	\$50.00	Baggage and parking
Other:		

Patients Beyond Borders Sample Budget Planner (continued)

Item	Cost	Comment
Room and Board		
Hotel:	\$1,500.00	
Food:	\$650.00	
Taxis, buses, limos:	\$200.00	
Entertainment/sightseeing:	\$500.00	
Other:		
"While You're Away" Costs		
Pet sitter/house sitter:	\$300.00	
Other:		
Other:		
IN DUBAI SUBTOTAL	\$16,035.00	
HOMETOWN		
Procedure:	\$55,000.00	Including facility and physician fees
Lab work, x-rays:	\$375.00	
Hospital room:	\$4,400.00	
Additional consultations:	\$1,200.00	
Physical therapy:	\$400.00	
Prescriptions:	\$500.00	
Other:		
HOMETOWN SUBTOTAL	\$61,875.00	
TOTAL SAVINGS:	\$45,840.00	Subtract In Dubai Subtotal from Hometown Subtotal

Will My Health Insurance Cover My Overseas Medical Expenses?

As large employers and health insurers—not to mention ever-vocal politicians—continue to struggle with new models of coverage, many insurance plans do not yet cover the costs of obtaining treatment abroad. Yet, with healthcare costs threatening to literally bust entire economies, pressures for change are mounting. Recognizing that the globalization of healthcare is now a reality—and that developed countries are falling behind—insurers, employers, and hospitals have begun to form partnerships with payers and providers abroad. By the time you read this book, large insurers may already be offering coverage (albeit limited) across borders. Check with your insurer or your international hospital of choice for the latest on your international coverage.

Can I Sue?

For better or worse, many countries do not emphasize personal and institutional liability. A full discussion of the reasons lies outside the scope of this book. Here is a good rule of thumb: if legal recourse is a primary concern in making your health travel decision, you probably should not head abroad for medical treatment.

If, however, you experience severe complications and do not receive the followup care you think you need or deserve, then you may want to consider legal action. It can be done, although the process can be complicated. You will need some serious professional help.

The good news is that informed patients can take preventive measures to protect themselves before traveling abroad for care, so they do not end up helpless in the hands of imperfect insurance companies and judicial systems. Furthermore, international hospitals are eager to prove that the quality of their surgeons and facilities rivals or even exceeds that found elsewhere. Understanding that the publicity associated with even one bad outcome could quickly end the growing flow of health travelers, they will go a long way to prevent a negative result.

Checklists for Health Travel

The five checklists that follow will remind you of some important issues you need to consider in planning your health travel. If you desire additional information about traveling abroad for treatment, you may want to buy or borrow a copy of the international *Patients Beyond Borders: Third Edition*.

Checklist 1: *Should I Consult a Health Travel Planner?*

Health travel planners answer to many names: brokers, facilitators, agents, expeditors. Throughout this book, we use the phrase “health travel planner” or “health travel agent” to mean any agency or representative who specializes in helping patients obtain medical treatment abroad. Before engaging the services of a health travel agent, ask yourself these questions:

Should I consult a health travel planner?	<i>Yes</i>	<i>No</i>	<i>Not Sure</i>
Will a health travel planner save me time?			
Am I willing to pay for the convenience of a health travel planner’s services?			
Will I feel more confident about health travel if I use the services of an agency?			
Does the agent I’m considering have the knowledge and experience I need?			
Does this planner have a track record of successful service to the health traveler?			
Does this agent speak my language well enough for us to converse comfortably?			
Can I get at least two recommendations or letters of reference from former clients of this agency? Have I checked these references?			
Can I get at least two recommendations or letters of reference from treatment centers that work with this agency? Have I checked these references?			
Can this agency give me complete information about possible destinations and options for my procedure?			
Will this agent put me in touch with one or more treatment centers and physicians?			
Will this agent work collaboratively to help me choose the best treatment option?			
Is this agent responsive to my questions and concerns?			
Does the service package this agent is offering meet my needs?			
Does this agent have longstanding affiliations with in-country treatment centers and practitioners?			
Has this planner negotiated better-than-retail rates with hospitals, clinics, physicians, hotels, and (perhaps) airlines?			

Should I consult a health travel planner?	<i>Yes</i>	<i>No</i>	<i>Not Sure</i>
Can this agent save me money on other in-country costs, such as airport pickup and dropoff or transportation to my clinic?			
Can this agent provide personal assistance and support in my destination country?			
Is this planner willing to work within the constraints of my budget?			
Do I know (and have in writing) the exact costs for this agency's services?			
Do I have a suitable contract or letter of agreement with this agency?			
Do I feel comfortable with this agency? Have we built a sense of trust?			

Of all the services a health travel planner offers, the most important are related to your treatment. Start your dialogue by asking the fundamental questions: Do you know the best doctors? Have you met personally with your preferred physicians and visited their clinics? Can you give me their credentials and background information? What about accommodations? Do you provide transportation to and from the airport? To and from the treatment center? If an agent is knowledgeable and capable with these details, the rest of the planning usually takes care of itself.

Checklist 2: *What Do I Need to Do Ahead of Time?*

This checklist covers some of the planning you will need to do to become a fully prepared and informed global patient.

Have I completed these planning steps?	Yes	No
Engaged the services of a health travel planner (if desired — see Checklist 1)		
Obtained a second opinion — or a third if necessary — on diagnosis and treatment options		
Considered a range of treatment options and discussed each option with potential providers		
Reviewed the various hospitals, clinics, specialties, and treatments available to select an appropriate destination (see Part Two)		
Chosen a reliable, fun travel companion		
Obtained and reviewed the professional credentials of two or more physicians or surgeons (see “Ten ‘Must-Ask’ Questions for Your Candidate Physician” on page 8)		
Selected the best physician or surgeon for the treatment I need		
Researched the history and accreditation of the hospital or clinic (see “The What and Why of JCI” on page 21)		
Checked for the affiliations and partnerships of the hospital or clinic		
Learned about the number of surgeries performed in the hospital or clinic (generally, the more the better)		
Learned about success rates (these are usually calculated as a ratio of successful operations to the overall number of operations performed)		
Gathered and sent all medical records and diagnostic information that my physician or surgeon needs to plan my treatment		
Prearranged travel, accommodations, recovery, and leisure activities (if desired)		
Prearranged amenities, such as concierge services in-country or wheelchair services on the return trip		
Packed the essentials (see Checklist 3)		
Double-checked everything — then checked again		

The What and Why of JCI

When you walk into a well-regarded hospital, chances are good that it is accredited, meaning that it is in compliance with standards and “good practices” set by an independent accreditation agency. One of the largest and most respected accreditation agencies is the Joint Commission International. The US-based JCI casts a wide net of evaluation for international hospitals, clinics, home healthcare, ambulatory services, and a host of other healthcare facilities and services.

In order to be accredited, an international healthcare provider must meet the rigorous standards set forth by JCI. At this writing, more than 400 hospitals, laboratories, and special programs in 50 countries have been accredited or certified by JCI, with more coming on board each month.

Although JCI accreditation is not essential, it is an important benchmark and the most prominent medically oriented seal of approval for international hospitals and clinics. Learning that your treatment center is JCI-approved lends comfort to the process, and the remainder of your searching and checking need not be as rigorous. However, many excellent hospitals, while not JCI-approved, have received local accreditation at the same levels as the world’s best treatment centers.

JCI’s website carries far more information than you will ever want to explore on accreditation standards and procedures. View JCI’s current roster of accredited hospitals abroad at jointcommissioninternational.org. ■

Checklist 3: *What Should I Pack?*

You have likely heard the cardinal rule of international travel: pack light. Less to carry means less to lose. Do not worry if you leave behind some basic item, such as shampoo or a comb; you can always pick it up at your destination. That said, this checklist covers the items you absolutely, positively should not forget—and make sure you bring these things in your carry-on bag. A prescription or passport lost in checked luggage could spell disaster.

Is this item packed in my carry-on bag?	Yes	No
Passport		
Visa (if required)		
Travel itinerary		
Airline tickets or e-ticket confirmations		
Driver's license or valid picture ID (in addition to passport)		
Health insurance card(s) or policy		
ATM card		
Credit card(s)		
Enough cash for airport fees and local transportation upon arrival		
Immunization record		
Prescription medications		
Hard-to-find over-the-counter drugs		
Medical records, current x-rays/scans, consultations, and treatment notes		
All financial agreements and hard copies of email correspondence		
Phone and fax numbers, mailing addresses, and email addresses of people I need or want to contact in-country		
Phone and fax numbers, mailing addresses, and email addresses of people I need or want to contact back home		
Travel journal for notes, expense records, and receipts		

Continuity of Care

Continuity of care can be a challenge for patients who travel for medical procedures. Excellent communication—with both your hometown doctor and your international healthcare team—is critical to the success of your treatment. Many hospitals offer an international patient services center with medically knowledgeable staff fluent in English and other languages.

Make sure you take full advantage of this resource and work with them to coordinate your appointments and healthcare plan *before* you schedule your travel. Make sure, also, that you work with them to establish communication between your primary (local) doctor and your in-country medical team. Early communication with all parties can ensure better followup care after you return home.

Current Medical Records

Once you have established contact with your selected facility's international patient center, work with them to make sure your in-country physician will have access to your most current medical records, including up-to-date laboratory tests, x-rays, or scans. Medical records are most often transmitted in two ways: as paper copies or disks by postal service, or as electronic documents through a secure online service.

Collaboration Among Doctors

Transferring your medical records may get your local doctor communicating directly with your in-country physician for the first time. The next collaboration should occur after your treatment or surgery. Work with the international patient center to make sure your local physician is notified of the details of the surgery and the aftercare protocol. Once you return home and are again under the care of your local physician, this collaboration and consultation should continue until you are released from care with a clean bill of health.

Complete Documentation

Too often patients return home lacking the complete documentation their local physician needs to oversee ongoing care. The absence of information compromises the physician's effectiveness and threatens the patient's health. Make sure you get complete records before you return home. ■

Checklist 4: What Do I Do After My Procedure?

Coping with post-surgery discomfort is difficult enough when you are close to home. Lying for long hours in a hospital bed, far away from family—that is often the darkest time for a health traveler. Knowledge is the best antidote to needless worry. As with pre-surgery preparation, ask lots of questions about post-surgery discomforts *before* heading into the operating room. Be sure to ask doctors and nurses about what kinds of discomforts to expect following your specific procedure.

If your discomfort or pain becomes acute, bleeding is persistent, or you suspect a growing infection, you may be experiencing a complication that is more serious than mere discomfort and requires immediate attention. Contact your physician without delay.

This checklist will help you make the most of your post-treatment period and know when it is appropriate to seek medical assistance.

What do I do after my procedure?	Yes	No	Not Sure
Have I received all my doctor's instructions for my post-treatment care and recovery? Do I understand them all?			
Am I following all of my physician's instructions <i>to the letter</i> ?			
Do I know what post-treatment signs and symptoms are normal?			
Do I know what post-treatment signs and symptoms indicate a need for prompt medical attention?			
Do I have copies of all my medical and treatment records, including x-rays/scans, photographs, blood test results, prescriptions, and others?			
Do I have itemized receipts for all the bills I have paid?			
Do I have itemized bills for all the costs I have not yet paid?			
Do I have completed insurance claim forms (if applicable)?			
Have I allotted ample time for recovery?			
Do I know how to prevent blood clots in the legs after surgery and on the airplane?			
Do I know what followup treatment I will need when I return home, including physical therapy?			

What do I do after my procedure?	Yes	No	Not Sure
Have I let my family know what help I will need when I return home?			
Have I checked in with my local doctor to share information about the procedure I had and my post-treatment care needs?			
Am I staying mentally, physically, and socially active following my procedure?			

Checklist 5: *What Does My Travel Companion Need to Do?*

A person who accompanies a health traveler gives a great gift. Here are some questions for potential companions to answer before they commit themselves to accompanying a health traveler abroad.

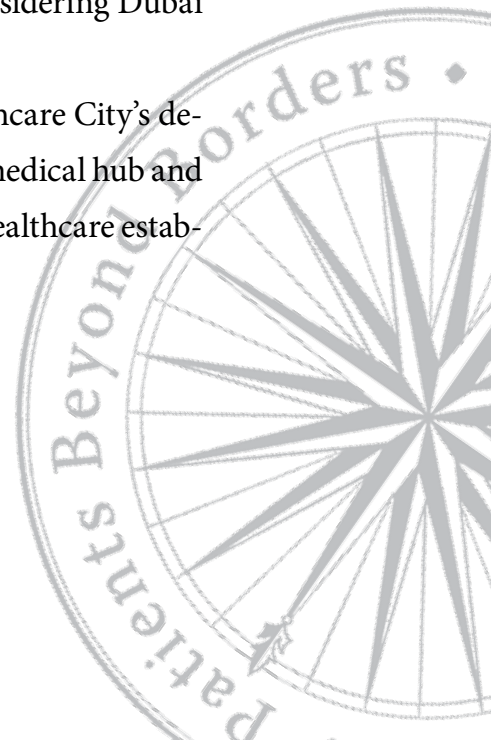
Considerations for Travel Companions	Yes	No	Not Sure
Am I sure I want to go? Am I sure I'm up to the task? (If you hesitate in answering either question, you may want to reconsider.)			
Am I willing and able to take responsibility for handling details, such as obtaining visas and passports?			
Do I feel comfortable acting as an advocate for the health traveler at times when he or she may need assistance?			
Have we agreed on the costs of the trip and on who is responsible for paying what?			
Do I feel sufficiently confident about handling experiences and challenges in a foreign country, such as getting through airports, arranging for taxis, or finding addresses?			
Do the health traveler and I communicate well enough to identify problems and solve them together amicably?			
Am I prepared to listen to and record doctor's instructions and provide reminders for the health traveler when needed?			
Can I help the health traveler stay in touch with family, friends, and healthcare providers back home?			
Have I allowed for "down time" and time for myself during the medical travel?			
Do I have the patience to help the health traveler through what might be a long and difficult recovery period, both abroad and back home?			

Part Two

Dubai: A Prime Destination for the Medical Traveler

Having read Part One, you now have a fair idea of what it takes to be a smart and informed health traveler. At this point, chances are you have already reached a decision about your course of treatment, and you may be seriously considering Dubai as a destination for your medical care.

Part Two gives you an overview of Dubai Healthcare City's developments and achievements as an international medical hub and provides in-depth information about the leading healthcare establishments serving medical travelers to Dubai.



Introduction

As one of the world's most popular leisure travel destinations, Dubai holds several important assets: modern infrastructure, year-round sunshine, and shopping in ultramodern mega-malls. Dubai also boasts old-world *souks* amidst world-class sports and entertainment facilities, seaside resorts along the Arabian Gulf, and a reputation for being virtually crime-free. A savvy international center for business and investment, Dubai is located only four hours' flight from one-third of the world's population and within a manageable 12-hour trip for the remaining 70 percent. Dubai's international airport offers more than 125 airlines serving well over 210 destinations.

As impressively, the city's massive healthcare development—Dubai Healthcare City (DHCC)—now comprises two internationally accredited hospitals and over 90 medical centers. More than 2,500 healthcare professionals speaking over 40 languages offer expertise across more than 80 medical specialties.

Patients who travel to Dubai for medical treatment will find state-of-the-art medical facilities that meet rigorous international standards and physicians who are committed to world-class, patient-centered care. Moreover, in a city where people of more than 200 nationalities live and work,

DHCC takes pride in attributes transcending language and cultural differences, ensuring that medical staff provide a supportive environment for patients receiving care. Medical fees and hospitalization costs in Dubai remain remarkably affordable. Thus, each year, growing numbers of visitors are discovering the advantages of Dubai's affinity for both healthcare and tourism.

DHCC's Healthcare System

Implicit in Dubai Healthcare City's mission is to deliver healthcare excellence through highly qualified professionals and cutting-edge technology, products, and services. Patient care and safety is at the core of DHCC's vision to be a center of excellence in healthcare.

Before they are licensed to operate, all DHCC medical centers are assessed against stringent criteria. Home to several well-respected national and international healthcare brands, the DHCC medical community is governed by the Center for Healthcare Planning and Quality (CPQ), an independent regulatory body established jointly with Partners Harvard Medical International, ensuring international standards in patient safety and quality of care.

CPQ's breadth and depth of oversight goes to every aspect of healthcare management including licensing of practitioners and medical facilities, continuous improvement in clinical facilities, patient care and safety initiatives, and routine monitoring of clinical standards and patient satisfaction to ensure that delivery of services matches patient expectations.

DHCC's cosmopolitan feel has been cultivated in conjunction with some of the world's best-known names in healthcare, such as American Academy of Cosmetic Surgery Hospital, Boston University Institute for Dental Research and Education, London Center for Aesthetic Surgery, Moorfields Eye Hospital, Dr. Sulaiman Al Habib Medical Center, and The City Hospital, among many others. In partnership with the clinical community, DHCC conducts regular healthcare awareness campaigns and community outreach activities. In addition, DHCC provides regular

Health, Safety and Environment (HSE) training to further ensure a safe medical infrastructure.

Why DHCC Appeals to the Health Traveler

Dubai's popularity as an international healthcare destination continues to grow as medical travelers and tourists alike see how easily they can blend their health needs with their desire for holiday and relaxation.

DHCC is located in the heart of Dubai and only 2.5 miles (4 kilometers) from Dubai International Airport. Travelers are welcomed with a wide choice of leading international hotels, shopping, and leisure and dining facilities within walking distance. DHCC is easily accessible to major cities within the UAE. Conveniently, the Dubai Metro Green Line has a designated "Dubai Healthcare City Station" stop which allows easy access in and out of DHCC for patients and families.

In 2005 the number of patient visits was less than 3,000; five years later, it had skyrocketed to more than 410,000, nearly 75 percent higher than the year before. DHCC's healthcare market is expected to reach an estimated annual impact of nearly US\$12 billion in 2015, nearly quadruple 2005's totals. Of the more than 410,000 patients who visited DHCC in 2010, nearly two-thirds came from nations or regions other than the UAE or the Middle East. The US, UK, India, France, and the Philippines are among the top ten nationalities represented by DHCC patients.

Patients will be pleasantly surprised at DHCC's affordable options for specialty care that are commensurate with international standards of quality and success rates. Patients can save between 30 and 60 percent versus comparable procedures in the US. Some of the most significant savings are realized for high-ticket surgeries such as heart bypass, angioplasty, and spinal fusion. Similarly, cosmetic procedures—carried out by surgeons and specialists trained in the UK or the US—can cost 30 to 50 percent less in Dubai than in the US. These potential cost savings confirm DHCC as an attractive option for medical travelers seeking strictly regulated, top-quality healthcare without alarming financial impact.

DHCC is home to highly reputed global and national healthcare providers unified by the shared goal of creating a patient-centered healthcare community. An annual DHCC survey conducted by an independent consultant has shown high patient satisfaction levels over the years. In 2008 the Patient Satisfaction Index for DHCC medical centers was 89; by early 2011 it had increased to 92. DHCC encourages all its clinical operators to regularly collect feedback from their patients to ensure that their satisfaction is a top priority.

In 2010 a newly architected patient-centered DHCC website was launched to enable healthcare consumers to search for doctors by specialty, language, and insurance providers. Toward ensuring greater transparency, the portal also lists physicians' qualifications and credentials.

Specialties That Attract Medical Travelers to DHCC

DHCC offers an array of healthcare services popular with medical travelers in one location. Centers of excellence include complementary and alternative medicine, cosmetic treatment, dermatology and hair transplant, dentistry, orthopedics and sports medicine, endocrinology and weight management, eye care, and cardiology. For a more in-depth overview of the specialties and procedures offered, please see the detailed facility descriptions on the following pages.

As DHCC continues to grow, it will continue to attract world-class healthcare providers and acclaimed clinical operators and specialists to provide a comprehensive range of healthcare services—in an environment that operates within stringent regulations to ensure top-notch patient care and utmost safety.

Taking the Mystery Out of Medicine

Patient Charter: Know Your Rights and Responsibilities

When it comes to healthcare, we all have different ideas and expectations. But there are certain rights that everyone is entitled to—though not always aware of.

The patient-doctor interaction at DHCC is the core of the DHCC mission. Aware of the importance of strong communication in ensuring successful treatment, DHCC has created a patients' charter. By outlining patients' rights and responsibilities, the charter has been instrumental in empowering DHCC patients and enhancing the patient experience.

Patients' rights include expecting the doctor to openly discuss diagnoses, treatment options, and prognosis in terms that are easily understandable; being treated with courteous, prompt attention in any consultation; being fully informed of the need for and the inherent risks associated with any test or treatment; and having the option to change or refuse any test or treatment, provided that the medical consequences of such decisions have been fully explained. Other rights address compassionate care, personal privacy, confidentiality, and nondiscrimination. Likewise, the charter outlines patients' responsibilities, which underscore how cooperation and full, honest disclosure help to enhance an effective patient-doctor relationship.

For more information on the DHCC Patient Charter, please visit dhcc.ae/dubai-healthcare-city-patient-charter. ■



German Limbtech Orthopedic Technology



Dubai Bone and Joint Center



Dubai Bone and Joint Center



German Limbtech Orthopedic Technology



German Limbtech Orthopedic Technology





**American Academy
of Cosmetic
Surgery Hospital**
maintains the highest
level of international
accreditation and offers
patients a luxurious
environment and
complete privacy.



Moorfields Eye Hospital Dubai brings 200 years of excellence in eye care to the Middle East.





Boston University Dental Health Center Dubai



Sharif Eye Center



German Neuroscience Center



Boston University Dental Health Center Dubai



Versailles Dental Clinic



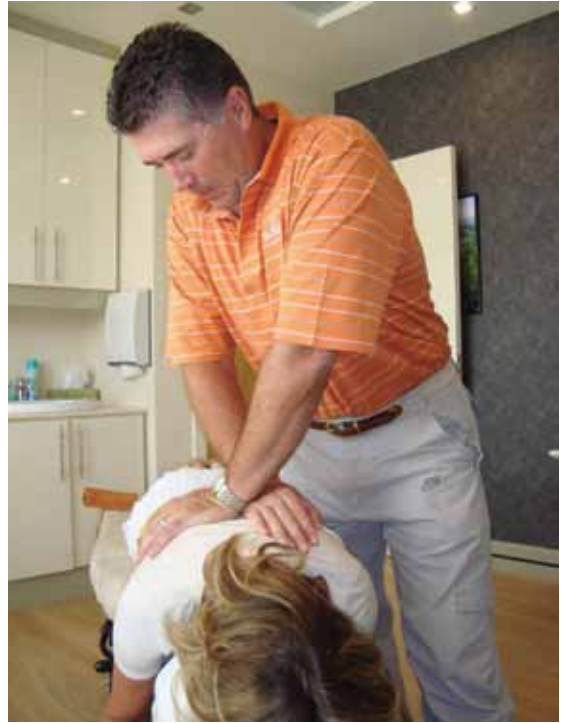
Emirates Integrated Medical Center



German Heart Center Bremen



Drs. Roberto and Maurizio Viel, London Center for Aesthetic Surgery



California Chiropractic and Sports Medicine Center



Emirates Integrated Medical Center



Royal Ayurveda



Royal Ayurveda



Dubai Healthcare City



BR Medical Suites



Dr. Wafa Gyn and Fertility Center



Dr. Wafa Gyn and Fertility Center



BR Medical Suites



N9NE Medical Institute



Al Razi Medical Complex

Featured Hospitals and Polyclinics

The DHCC campus incorporates two hospitals and more than 90 medical centers, including outpatient clinics and diagnostic laboratories, that bring a compendium of state-of-the-art medical expertise and technology to a single location. Both hospitals hold current Joint Commission International (JCI) accreditations and the comprehensive standards regulating all outpatient clinics are recognized by the International Society for Quality in Healthcare. These standards ensure that all medical facilities in DHCC conform to the highest international standards in healthcare delivery.

Hospitals and Polyclinics

The City Hospital

Building 37
PO Box 505004
Dubai, UAE
Tel: +971 4 435.9999; 1 800 THE.CITY (1 800 843.2489, US toll-free)
Email: info@thecityhospital.com
Web: thecityhospital.com

Opened in 2008 as DHCC's first multidisciplinary hospital, this 210-bed JCI-accredited facility contains many of the most advanced medical technologies available in the region. The City Hospital provides accurate, timely diagnosis and extensive treatment options in the areas of cardiac surgery, interventional cardiology, radiology, obstetrics and gynecology, neonatology, trauma, endocrinology, health screening, and other medical specialties.

Staffed by 75 physicians and surgeons and 270 nurses, the hospital served more than 8,600 inpatients in 2010 (more than 1,200 from the US and Canada) and had nearly 100,000 outpatient visits (about 7,000 from the US and Canada). Among its most frequently performed procedures are coronary artery bypass graft, arthroscopic meniscal repair, meniscectomy, laparoscopic surgery, and oncology surgery. Specialized health screening packages are available for both men and women, with a dedicated representative providing patient support during the screening process.

While English is the official language for hospital services and communications, more than 40 nationalities are represented among The City Hospital's staff. A language board is prominently displayed to help patients arrange translation services as needed.

Awards and Achievements

- Accredited by JCI
- Laboratory accredited by College of American Pathologists
- Certified by International Organization for Standardization

Specialties

- Anesthesiology
- Cancer immunotherapy
- Cardiovascular disease
- Clinical cardiac electrophysiology
- Critical care medicine
- Dermatology
- Diagnostic radiology
- Emergency medicine
- Endocrinology, diabetes, and metabolism
- Family medicine
- Gastroenterology
- General dentistry
- General medicine
- General surgery
- Hematology
- Internal medicine
- Interventional cardiology
- Medical laboratory services
- Medical oncology
- Neonatal/perinatal medicine
- Nephrology
- Neurological surgery
- Neurology
- Nutrition
- Obstetrics and gynecology
- Occupational therapy
- Ophthalmology
- Orthodontics and dentofacial orthopedics
- Orthopedic surgery
- Otolaryngology (ENT)
- Pediatric surgery
- Pediatrics
- Physical therapy
- Plastic surgery
- Pulmonology
- Radiation oncology
- Radiology and imaging
- Reproductive endocrinology/IVF
- Rheumatology
- Sleep medicine
- Speech language pathology
- Thoracic surgery
- Urology
- Vascular and interventional radiology
- Vascular surgery

Featured Stories

The City Hospital

During my stay at the hospital, all the medical technicians, nurses, physiotherapists, and other support staff including caterers and cleaning staff were polite, friendly, and professional. I have been fortunate in that I have made a very speedy and positive recovery. I have to say that a good part of that is because of the treatment I received at the hospital. It is not a procedure anyone would wish to have, but should anyone need it, I have no reserve in recommending and promoting The City Hospital.”

—A. P., open-heart surgery patient

After learning his shrapnel wound from a mortar attack in Baghdad was getting worse and that he might lose his leg, S. K., a 46-year-old US citizen, was airlifted to The City Hospital in Dubai. Dr. Yasser Khattab, the attending plastic surgeon, used a new technique, vacuum assisted closure, to reduce swelling and absorb dirt from the wound. S. K. said, “The hospital staff here did a great job and I should be back at work within a month.”

—S. K., US citizen injured in Iraq

German Medical Center

Building 27, Block B, 3rd and 4th Floors
 PO Box 505020
 Dubai, UAE
 Tel: +971 4 362.2929; +971 4 362.4737
 Email: info@gmcdhcc.com
 Web: gmcdhcc.com

Established in 2005, German Medical Center augments its staff of 17 physicians and six nurses with visiting specialists from Germany's most prominent hospitals, clinics, and medical schools. Together they provide services in 13 departments to more than 5,000 patients annually. Roughly 10 percent of its patients come from outside the UAE, but the center conducts its work primarily in English; translation services are available for Arabic, Filipino, and Russian.

Center departments include complementary and alternative medicine; chest, allergy, and pulmonary medicine; dentistry; ENT; general surgery; gynecology; internal medicine; minimally invasive spinal surgery; neurology; orthopedics and traumatology; pharmacy; physiotherapy; and urology, andrology, and male infertility. The most commonly performed procedures include removing varicoceles (varicose veins that develop in the testicles), operative gynecological laparoscopy, and nucleoplasty, a minimally invasive procedure for patients with mildly herniated discs that typically takes less than a half-hour under local anesthesia.

Specialties

- General dentistry
- General surgery
- Internal medicine
- Naturopathy
- Neurology
- Obstetrics and gynecology
- Orthopedic surgery
- Otolaryngology (ENT)
- Physical therapy
- Pulmonology
- Urology

Samsung Medical Center

Building 27, Block B, 1st Floor
PO Box 505158
Dubai, UAE
Tel: +971 4 449.5454
Email: heretocare@smcindex.ae
Web: smcindex.ae

Samsung Medical Center in collaboration with INDEX Holding (SMCI) opened in 2010. It is the first Samsung Medical Center outside Korean borders and joins more than 40 similar facilities and three specialized hospitals in the Samsung group, consistently ranked highly in Korea for healthcare quality and performance. SMCI added services for early cancer detection to augment its specialties in the areas of oncology, cardiology, nephrology, urology, gastroenterology, gynecology, and family medicine. Like other Samsung centers, the DHCC facility is paperless, operating on a pioneering electronic medical information system.

Comprising more than 10,000 square feet (about 930 square meters), the center houses diagnostic laboratories and the most current radiologic technologies for computed tomography (CT), magnetic resonance imaging (MRI), and positron-emission tomography combined with CT (PET-CT) scanning, in addition to nuclear medicine, radiation therapy, and TomoTherapy. SMCI also has an extensive agreement with the Dubai Health Authority (DHA) to utilize DHCC's support services and facilities including hospitals, operation theaters, laboratory analysis, x-ray, and others that will enhance its services. SMCI offers an affordable range of health screening packages for clients who must undergo work-related physical examinations.

Specialties

- Anesthesiology
- Cardiovascular disease
- Diagnostic radiology
- Endocrinology, diabetes, and metabolism
- Gastroenterology
- General surgery
- Hematology
- Internal medicine
- Neurological surgery
- Obstetrics and gynecology
- Plastic surgery

Dr. Sulaiman Al Habib Dubai Medical Center

Building 55
 PO Box 505005
 Dubai, UAE
 Tel: +971 4 429.7777; +971 5 985.8929
 Email: infodubai@drsulaimanalhabib.com
 Web: drsulaimanalhabib.com

One of seven medical institutions operated by Dr. Sulaiman Al Habib Medical Group and one of the Middle East's largest providers of comprehensive healthcare services, Dr. Sulaiman Al Habib Dubai Medical Center (HMC) opened in 2007. With 63 physicians on staff, HMC is a fully integrated outpatient facility with comprehensive primary and preventive healthcare services.

The center's Radiology Department is equipped with an open MRI scanner designed to be quieter and more patient-friendly while still capturing high-quality images. Other diagnostic radiology systems include multislice CT scanning, 4-D ultrasound, mammography, bone densitometry, mobile x-ray, fluoroscopy, and endoscopy.

Awards and Achievements

- Arab Health Award for Excellence in Imaging and Diagnostics, 2011

Specialties

- Allergy and immunology
- Dermatology
- Diagnostic radiology
- Endocrinology, diabetes, and metabolism
- Endodontics
- Endoscopy
- Family medicine
- Gastroenterology
- General dentistry
- General medicine
- General surgery
- Internal medicine
- Interventional cardiology
- Medical laboratory services
- Neurology
- Obstetrics and gynecology
- Ophthalmology
- Oral and maxillofacial surgery
- Orthodontics and dentofacial orthopedics
- Orthopedic surgery
- Otolaryngology (ENT)
- Pediatric dentistry
- Pediatric pulmonology
- Pediatric surgery
- Pediatrics
- Physical therapy
- Plastic surgery
- Prosthodontics
- Pulmonology
- Radiology
- Rheumatology
- Urology
- Vascular surgery

Featured Specialty Clinics

DHCC houses world-class clinics in every major medical specialty and subspecialty. A representative selection of Dubai's most widely visited clinics is featured in this section.

Neurology and Psychiatry

German Neuroscience Center

Building 64, Block A, 2nd Floor
PO Box 505174
Dubai, UAE
Tel: +971 4 429.8578
Email: mail@gnc-dubai.com
Web: gnc-dubai.com

Established in 2007, German Neuroscience Center (GNC) has a highly experienced staff of physicians and psychologists who treat outpatients in neurology, psychiatry, and psychotherapy. The center works closely with German clinics and hospitals in Berlin, Munich, Frankfurt, and Düsseldorf specializing in neurosurgery, neurology, and complex psychiatric disorders. Specialists from Germany occasionally travel to Dubai to re-

view cases involving advanced procedures that are not immediately available in DHCC, such as deep brain stimulation for patients suffering from Parkinson's disease.

GNC covers an extensive spectrum of neurological conditions including multiple sclerosis, Parkinson's, migraine, chronic headache, epilepsy, movement disorders, restless legs, dementia, and more. Staff members also work with patients dealing with psychiatric disorders such as ADHD, depression, psychoses, neuroses, sleep disorders, anxiety, panic attacks, adjustment disorders, and substance misuse. Counseling services are tailored for married couples, family issues, eating disorders, sexual dysfunction, trauma, and juvenile behavioral problems. Specialists offer sports psychology and biofeedback relaxation techniques as well. Diagnostic services include electroencephalography, neurophysiology, psychotherapy, and color duplex sonography, which is useful in stroke and vascular disease prevention.

As at every other DHCC facility, English is widely spoken; GNC also offers translation services in German, French, Tagalog, Hindi, Arabic, and Japanese. Seventy percent of the center's patients come from around the globe, including one-fourth from the US and Canada. For patients in the region, the center is able to cooperate with clinics and hospitals in Dubai and Abu Dhabi. For those who require further treatment and rehabilitation in Germany, GNC works directly with cooperating clinics and hospitals to make travel arrangements, schedule medical consultations, and locate suitable accommodations.

Specialties

- Child and adolescent psychiatry
- Counseling
- Neurology
- Psychiatry
- Psychology

Featured Story

German Neuroscience Center

I am a British businessman and a resident of Dubai. I visited the GNC clinic on various occasions and found each time a very professional and helpful crew. They took me on immediately when I first came as an emergency case after a long flight, unable to move without excruciating pain; they calmed me down and did all necessary procedures in the shortest time possible.

I was most efficiently advised and directed to complementary clinics for further investigations such as radiology and laboratory, and treatment was only started when the reason for my condition was clear. . . . I am now fully recovered, and I would visit myself or recommend this center in DHCC at any time."

—J. H., pain management patient

Obstetrics and Gynecology

German Clinic

Building 64, Block A, 2nd Floor
 PO Box 505078
 Dubai, UAE
 Tel: +971 4 429.8346
 Email: info@germanclinic-dubai.com
 Web: germanclinic-dubai.com

After numerous trips to Dubai and other locations in the UAE, a group of German doctors decided that a new outpatient gynecology and obstetrics facility incorporating the latest treatment methods would be ideal for DHCC. Opened in 2008, German Clinic was meticulously designed to replicate the high standards of quality and innovation for which Germany's healthcare system is known. The clinic soon expanded its specialties to include family medicine, pediatrics, nutrition, and aesthetic and cosmetic medicine. Among its state-of-the-art equipment is high-definition ultrasound with 4-D color imaging capability.

Today German Clinic offers minimally invasive surgeries such as chromopertubation, hysteroscopy, and laparoscopy, and inpatient services including more complex reconstructive and oncological procedures. One of the newest cosmetic procedures available is noninvasive bioplasty using an aesthetic implant material that is absorbable by the body, which permits treating larger areas without concerns of surgical incisions. Antiaging medicine at German Clinic targets the earliest possible detection, prevention, and reversal of age-related issues. Physicians work with patients on customizing treatment regimes that encompass facial and body treatments along with micronutrients and vitamins.

Specialties

- Family medicine
- General medicine
- Gynecologic oncology
- Nutrition
- Obstetrics and gynecology
- Pediatrics

N9NE

Building 64, Block E, 1st Floor
PO Box 505199
Dubai, UAE
Tel: +971 4 449.9944
Email: info@9medical.com
Web: 9medical.com

N9NE specializes in obstetrics and gynecology services, serving more than 3,000 international patients annually with one-third from the US and Canada. N9NE's medical director, Dr. Amir Nasser, is certified through the American Board of Obstetrics and Gynecology.

The clinic offers a wide range of services including annual exams, mammography, pre-conception and infertility consultation, routine and

high-risk pregnancy care, ultrasound testing, and private training sessions for new parents. Along with hormonal therapy and advanced laparoscopic surgery, specialized treatment is available for uterine fibroids, endometriosis, pelvic floor disorders, and abnormal Pap test results. The clinic recently expanded its services to include maternal-fetal medicine and family medicine.

N9NE's twenty-first-century design epitomizes DHCC's emphasis on patient-care quality and communication. The clinic's designers focused on ensuring patient privacy, reducing noise levels, adding aesthetic features and artwork to put patients at ease, and incorporating beneficial environmental features such as natural lighting and healthy indoor air. As in other DHCC facilities, English is the primary language for services; the staff also offers translation for Bulgarian, Farsi, French, Greek, Italian, and Russian.

Specialties

- Aesthetics
- Family medicine
- Maternal-fetal medicine
- Obstetrics and gynecology

Dr. Wafa Gyn and Fertility Center

Building 64, Block A
 PO Box 505157
 Dubai, UAE
 Tel: +971 4 437.7520
 Email: info@drwafagfc.com
 Web: wafafertility.com

Established in 2010, this DHCC clinic joins sister locations in Abu Dhabi, Muscat, and London that were founded by Dr. Khalil Wafa, a fellow of London's Royal College of Obstetricians and Gynecologists with more than 25 years of experience who helped pioneer the use of IVF in the Middle

East. The team at Dr. Wafa Gyn and Fertility Center provides services extending well beyond gynecology and fertility treatment into sexual health and other wellness issues including polycystic ovary disease, obesity, and diabetes.

The center offers some of the most technologically advanced techniques in assisted reproductive technology (ART) as well as gynecological procedures including keyhole laparoscopic and hysteroscopic surgery. Specialists also provide pre-implantation gender selection and genetic diagnosis to exclude major genetic abnormalities and help couples achieve their dreams of having a healthy baby.

Specialties

- Obstetrics and gynecology

Ophthalmology

Moorfields Eye Hospital Dubai

Building 64, Block E, 3rd Floor
PO Box 505054
Dubai, UAE
Tel: +971 4 429.7888
Email: aqf@moorfields.ae
Web: moorfields.ae

Moorfields Eye Hospital Dubai (MEHD) is the first overseas branch of Moorfields Eye Hospital NHS Foundation Trust in London, which is the oldest and one of the most respected centers for ophthalmic treatment, teaching, and research in the world.

The Dubai branch hospital follows Moorfields' 200-year-old traditions of outstanding medical care and includes world-class research and training within the region in collaboration with local institutions. Services include treatment for various eye conditions and disorders including age-related macular degeneration, cataracts, diabetic retinopathy, glaucoma, plus LASIK vision correction and oculoplastic procedures.

MEHD staff and support staff are multilingual and speak Arabic, English, French, German, Italian, Portuguese, Farsi, Hindi, Urdu, and Tagalog. Support for international patients includes assistance with accommodations and other arrangements.

Specialties

- Ophthalmology
- Optometry

Featured Story

Moorfields Eye Hospital Dubai

Patient O. X. lost an eye to a malignant tumor when she was only two years old. Years later and after much disappointment dealing with chemotherapy and ungainly vision prosthetics, she was discouraged and wondered if she would ever be able to realize her dream of becoming a filmmaker.

Although O. was already wearing an orbital implant, her parents decided to ask one of the specialists at the recently opened Moorfields Eye Hospital Dubai to design a perfectly matched artificial eye: in effect, a large contact lens that would rest naturally upon a prosthetic eyeball and allow the eyes to move in sync as smoothly as possible. “O. came to the hospital for five short visits,” explains ophthalmologist Paul Galeen, “and sat in front of me whilst I painted the artificial eye to correspond with her natural eye, creating the perfect match.”

Thrilled with the outcome, O., who is now a high school student in Dubai, worked with her family to create a five-minute motivational film to support others dealing with similar types of eye problems—and she now believes she will have every opportunity to work toward her filmmaking dream.

—O. X., ophthalmology patient

Sharif Eye Center

Building 27, Block D, 1st Floor
PO Box 505113
Dubai, UAE
Tel: +971 4 423.3664; +971 5 240.3151
Email: infodubai@sharifeyecenter.com
Web: sharifeyecenter.com

One of three Sharif Eye Center locations in the Middle East, the DHCC site opened in 2007 and currently treats more than 1,500 patients annually. The trio of centers—in Amman, Doha, and Dubai—was founded by Dr. Khaled Sharif, who completed his residency and worked as an eye surgeon in the UK for more than ten years before coming to the Middle East in the mid-1990s. An internationally known surgeon and researcher, Dr. Sharif pioneered the use of LASIK procedures and laser cataract surgery in Jordan.

The center's leading specialties include UltraLASIK corrective procedures, cataract surgery, implantable contact lenses, and treatment for keratoconus, a degenerative eye disorder. More than one-third of the international patients seen annually at the clinic come from the US and Canada. English is the primary language of business but translators are available for Arabic, French, German, Russian, Spanish, and Tagalog. Additional support for international patients includes assistance with travel arrangements and airport pickup and dropoff. The center also provides a designated staff-person to accompany the patient for the duration of the procedure.

Specialties

- Ophthalmology
- Optometry

Orthopedics

Dubai Bone and Joint Center

Building 64, Block F, 1st Floor

PO Box 118855

Dubai, UAE

Tel: +971 4 423.1400

Email: info@dbaj.ae

Web: dbaj.ae

The only comprehensive center in the Middle East specializing in musculoskeletal disease, Dubai Bone and Joint Center (DBAJ) is the clinical arm of Mohammad Bin Rashid Al Maktoum Academic Medical Center. The staff is focused on the use of innovative procedures in joint replacement, back and neck surgery, pediatric orthopedics, rheumatology, and physiotherapy.

DBAJ has embarked on a research program with the University of Amsterdam's academic medical center in the area of gene therapy and its potential application to treating rheumatoid arthritis. The center's clientele includes members of Middle East royal families, international diplomatic corps, and global executives who live and work in the region.

Specialties

- Anesthesiology
- Chiropractics
- Diagnostic radiology
- Family medicine
- Orthopedic surgery
- Orthopedics and sports medicine
- Pain medicine
- Physical therapy
- Podiatry
- Rheumatology

Featured Stories

Dubai Bone and Joint Center

A devastating bomb blast severely damaged J.'s knee, including her kneecap and the surrounding tendons. After her kneecap was removed and tendons were replaced, debilitating osteoarthritis set in and significantly affected her mobility.

By the time J. visited Dr. Mike van Steijn, DBAJ's medical director and senior consultant, she was in extreme discomfort. Dr. Steijn advised her to undergo a total knee replacement, and five weeks later she did, saying, "I am extremely grateful for the surgery and the replacement you chose for me; I know I have had the best of both."

The surgery went well and J. began rehabilitation. The rehabilitation process can be slow, but the supportive DBAJ staff rallied around her and helped her through this tedious period. "Thank you for being so patient with me, I feel so much better. I am not a good patient, especially as I am trying to go through this alone. I could not have asked for a better surgeon anywhere in the world and know I am going to be so happy, skipping along in the future."

—J., knee replacement patient

Suffering escalating back pain for months, 47-year-old C. had consulted several pain management specialists, visited various orthopedic physicians, and felt she had nearly exhausted her treatment options. But C. finally met Dr. Zbiggy Brodzinsky, a spinal surgeon at DBAJ, who diagnosed her with an inflamed joint in her pelvic region.

After a thorough discussion, Dr. Brodzinsky and C. decided the best approach to curing her back pain was a minimally invasive spinal procedure known as DIANA, which uses a screw-like spacer inserted between the inflamed bones to reduce friction and thereby relieve pain.

C. underwent the procedure in March 2011 and felt immediate relief after the surgery. Two weeks later, she said, "No one was more surprised than me when the pain disappeared. I had been dealing with this pain for so long, I completely forgot that daily activities didn't have to be so stressful and painful. I am overjoyed by the results of this surgery and am now able to walk, sit, laugh, and cry without the sharp pain in my back."

—C., minimally invasive spine surgery patient

German Limbtech Orthopedic Technology

Building 64, Block C, 6th Floor
PO Box 505024
Dubai, UAE
Tel: +971 4 363.5331
Email: info@limbtech.ae
Web: limbtech.ae

German Limbtech opened in 2006 and offers a full range of orthopedic technology services—including prosthetics, orthotics, and mobility solution items—to patients of all ages. The clinic incorporates technical support and resources from Sanitätshaus Gebauer GmbH and Sanitätshaus Müllenheim GmbH, two of Germany's largest orthopedic service and technology firms. With a staff fully accredited to DHCC standards as well as German requirements for such medical technology, German Limbtech is the UAE's largest privately owned clinic for prosthetic and orthotic services.

The clinic includes facilities where prosthetics and orthotics are fabricated and customized according to specific patient requirements. A majority of the devices are manufactured in Germany, the UK, and the US and are express-shipped to DHCC for patients' convenience. Most recently, German Limbtech partnered with Venavital to offer a wide range of solutions for venous and lymphatic diseases, including custom compression stockings.

Staff work with patients on using and maintaining their devices and appliances, and at local hospitals they provide inpatient services including assessment, measurement, and delivery of prosthetics and orthotics. More than 150 international patients are treated annually at the clinic. Along with Arabic and English, staff can communicate in Filipino, French, German, Hindi, Pashto, and Urdu.

German Limbtech helps arrange transportation from Dubai International Airport as well as accommodations in local hotels or furnished apartments. Staff also provide the required letters for visa certification and in some cases assist patients in securing financing for their devices. If

any service or procedure is unavailable at the DHCC clinic, patients may be sent to the appropriate facility in Germany for fittings and treatment.

Specialties

- Orthotics
- Prosthetics

Pediatrics

Isis: The French Clinic

Building 64, Block C-D, 3rd Floor
PO Box 505048
Dubai, UAE
Tel: +971 4 429.8450
Email: info@isisclinicdubai.com
Web: isisclinicdubai.com

Opened in 2007, Isis: The French Clinic is a multispecialty center offering top-quality medical care by a staff of highly skilled professionals from France and Germany. Located near Dubai's French school and the French Business School, the clinic is named in reference to the Egyptian mythological goddess designated to protect and heal children.

Clinic specialties include pediatrics, pediatric pulmonology, adult medicine, physiotherapy, and psychology. With a staff of six physicians, one psychologist, one physiotherapist, and three nurses, the clinic sees an estimated 5,000 outpatients annually.

Specialists are trained to treat patients with asthma and allergies as well as attention deficit and hyperactivity disorders, seizures, and convulsions. Physicians provide customized pediatric care focusing on growth, nutrition, vaccinations, and childhood illnesses. Nearly 2,000 newborn screening tests such as ultrasound and blood extraction are performed yearly at Isis. In addition to English, doctors are available who speak Arabic, French, German, Italian, and Spanish.

Specialties

- Counseling
- Pediatric pulmonology
- Pediatrics
- Physical therapy

Plastic and Cosmetic Surgery**American Academy of Cosmetic Surgery Hospital**

Building 73
 PO Box 505099
 Dubai, UAE
 Tel: +971 4 423.7600; +971 5 650.6189
 Email: info@aacsh.com
 Web: aacsh.com

A JCI-accredited institution that opened as DHCC's first hospital in 2007, American Academy of Cosmetic Surgery Hospital treats more than 5,100 outpatients and nearly 150 inpatients annually. It comprises five units: an antiaging clinic, surgical clinic, medical spa, smile enhancement clinic, and admission unit. In addition, the hospital hosts a fully equipped modern educational unit where various continuing medical education courses are offered to allied healthcare professionals.

As is customary with DHCC facilities, English is spoken primarily at the hospital, and translators are available for Arabic, Bulgarian, Farsi, French, German, Greek, Italian, Russian, Spanish, Tagalog, and Turkish. The hospital includes five-star fully modernized suites with private access to ensure confidentiality and privacy for patients. Staff can help arrange transportation to and from Dubai International Airport as well as coordinate visas and travel itineraries.

Awards and Achievements

- Accredited by JCI

Specialties

- Anesthesiology
- Dermatology
- General dentistry
- General medicine
- General surgery
- Obstetrics and gynecology
- Oral/maxillofacial surgery
- Otolaryngology (ENT)
- Physical therapy
- Plastic surgery
- Urology

London Center for Aesthetic Surgery

Building 64, Block E, 4th Floor
 PO Box 505085
 Dubai, UAE
 Tel: +971 4 375.2393; +971 4 375.2396
 Email: gulf@lcas.com
 Web: lcas.ae

London Center for Aesthetic Surgery Gulf (LCAS), opened in 2008, follows the pioneering methodologies of 20-year industry veterans—and identical twin brothers— Drs. Roberto and Maurizio Viel. The surgeons established their London clinic in 1990 and specialize in liposelection (a fat removal procedure incorporating ultrasound technology), breast augmentation, facelift, penoplasty, blepharoplasty, and facial rejuvenation using Botox and fillers.

This outpatient clinic offers a full array of traditional invasive as well as revolutionary noninvasive procedures. The Viel brothers hold international certifications in cosmetic surgery, are fellows of numerous professional associations throughout Europe and the US and often speak at international conferences on aesthetic surgery. Dr. Maurizio runs LCAS while Dr. Roberto manages their original clinic in London.

Specialties

- Dermatology
- Plastic surgery

Featured Story

London Center for Aesthetic Surgery

I was very happy with my VASER Lipo and fat transfer carried out by Dr. Maurizio Viel. Everything went very smoothly. I had VASER Lipo to my stomach, sides, arms, and inner thigh, with the fat transferred to my bottom. Since the surgery, I have noticed my measurements are the same as if I were a stone lighter, and my BMI has gone into the normal range at 25—previously it was 33. Also, the fat transfer to my bottom created my new shape, as previously it was as flat as my back!

Friends have also visited Dr. Maurizio since my surgery, on my recommendation, and they are pleased with their results. One friend was interested in getting VASER Lipo as well, but Dr. Maurizio examined her and told her she was not a suitable candidate due to the low elasticity of her skin, as she would end up with loose skin if he performed the procedure. To me, that confirmed I'd made the right choice in going to LCAS—Dr. Maurizio examines you and gives you his professional opinion on what will work, and I trust his judgment.”

—Name withheld, plastic surgery patient

Vascular Surgery

Vein Care and Surgery Center

Building 64, Block F
 PO Box 505161
 Dubai, UAE
 Tel: +971 4 434.3000
 Email: info@veincare.me
 Web: veincare.me

A highly specialized outpatient facility, Vein Care and Surgery Center opened in 2009 and incorporates best-practices standards for vascular surgery as well as vascular and interventional radiology. Its most common services include laser treatments for varicose veins, phlebectomy, and sclerotherapy. The center's lead physician, Dr. Ali Jawas, is a fellow in Canada's Royal College of Physicians and Surgeons.

Specialties

- Vascular and interventional radiology
- Vascular surgery

Directory: Hospitals, Polyclinics, and Specialty Clinics

AbuHamour Medical Center	<p>Tel: +971 4 363.5353 Email: abuhammour@amc-dhc.com Specialties: endocrinology/diabetes/metabolism, gastroenterology, orthopedic surgery</p>
Advanced Nutrition Center	<p>Tel: +971 4 362.2982 Email: info@anc-dubai.com Specialties: nutrition</p>
Aesthetica Clinic	<p>Tel: +971 4 429.8533 Email: mkhattar@aestheticaclinic.com Web: aestheticaclinic.com Specialties: general medicine, plastic surgery (head and neck)</p>
Alvi Armani	<p>Tel: +971 4 362.4939 Email: info@alviarmani.com Web: alviarmani.com Specialties: general practice</p>
American Academy of Cosmetic Surgery Hospital (see profile on page 55)	<p>Tel: +971 4 423.7600 Email: info@aacsh.com Web: aacsh.com Specialties: anesthesiology, dermatology, general dentistry, general medicine, general surgery, obstetrics and gynecology, oral/maxillofacial surgery, otolaryngology (ENT), physical therapy, plastic surgery, urology</p>
American Spine Center	<p>Tel: +971 4 454.1131 Email: info@americanspinecenter.ae Web: americanspinecenter.ae Specialties: pain medicine, physical therapy</p>
Biolite	<p>Tel: +971 4 375.2122 Email: info@biolitedubai.com Web: biolitedubai.com Specialties: aesthetics, plastic surgery</p>
BR Medical Suites	<p>Tel: +971 4 439.2305 Email: info@brmedicalsuites.com; dr.rupali@brmedicalsuites.com Web: brmedicalsuites.com Specialties: obstetrics and gynecology, orthopedic surgery, otolaryngology (ENT), pediatrics, plastic surgery</p>
CCE, Dr. Nader Saab	<p>Tel: +971 4 363.5466 Email: nadersaab@nadersaab.com Web: nadersaab.com Specialties: plastic surgery</p>

Directory: Hospitals, Polyclinics, and Specialty Clinics (continued)

<p>The City Hospital (see profile on page 36)</p>	<p>Tel: +971 4 435.9999 Email: info@thecityhospital.com Web: thecityhospital.com Specialties: anesthesiology, cancer immunotherapy, cardiovascular disease, clinical cardiac electrophysiology, critical care medicine, dermatology, diagnostic radiology, emergency medicine, endocrinology/diabetes/metabolism, family medicine, gastroenterology, general dentistry, general medicine, general surgery, hematology, internal medicine, interventional cardiology, medical laboratory services, medical oncology, neonatal/perinatal medicine, nephrology, neurological surgery, neurology, nutrition, obstetrics and gynecology, occupational therapy, ophthalmology, orthodontics and dentofacial orthopedics, orthopedic surgery, otolaryngology (ENT), pediatric surgery, pediatrics, physical therapy, plastic surgery, pulmonology, radiation oncology, radiology and imaging, reproductive endocrinology/IVF, rheumatology, sleep medicine, speech language pathology, thoracic surgery, urology, vascular and interventional radiology, vascular surgery</p>
<p>Clessidra</p>	<p>Tel: +971 4 423.3663 Email: clessidra@clessidra.ae Web: clessidra.ae Specialties: physical therapy</p>
<p>Clinic for Health and Medical Care</p>	<p>Tel: +971 4 457.4240 Email: office@chmc-dubai.com Web: chmc-dubai.com Specialties: psychiatry</p>
<p>The Diabetes and Endocrine Center</p>	<p>Tel: +971 4 375.2345 Email: admin@dubaidiabetes.ae Specialties: diabetes and metabolism, endocrinology</p>
<p>Dr. Majdi El Halik Pediatric Mental & Physical Rehabilitation Center</p>	<p>Tel: +971 4 439.2339 Email: info@mhrc.ae Web: mhrc.ae Specialties: general medicine, occupational therapy, pediatric rehabilitation medicine, physical therapy, speech therapy</p>

Directory: Hospitals, Polyclinics, and Specialty Clinics (continued)

Dr. Sobeh's Clinic	Tel: +971 4 362.4833 Email: msobeh@hotmail.com Specialties: general surgery
Dr. Suad Lutfi Dermatology and Laser Clinic	Tel: +971 4 429.8488 Email: suadmdo7@yahoo.com Specialties: dermatology
Dr. Sulaiman Al Habib Medical Center (see profile on page 41)	Tel: +971 4 429.7777; +971 5 985.8929 Email: infodubai@drsulaimanalhabib.com Web: drsulaimanalhabib.com Specialties: allergy and immunology, dermatology, diagnostic radiology, endocrinology/diabetes/metabolism, endodontics, endoscopy, family medicine, gastroenterology, general dentistry, general medicine, general surgery, internal medicine, interventional cardiology, medical laboratory services, neurology, obstetrics and gynecology, ophthalmology, oral and maxillofacial surgery, orthodontics and dentofacial orthopedics, orthopedic surgery, otolaryngology (ENT), pediatric dentistry, pediatric pulmonology, pediatric surgery, pediatrics, physical therapy, plastic surgery, prosthodontics, pulmonology, radiology, rheumatology, urology, vascular surgery
Dr. Wafa Gyn and Fertility Center (see profile on page 47)	Tel: +971 4 437.7520; +971 5 288.0342 Email: info@drwafagfc.com Web: wafafertility.com Specialties: obstetrics and gynecology
Dubai Bone and Joint Center (see profile on page 51)	Tel: +971 4 423.1400 Email: info@dbaj.ae Web: dbaj.ae Specialties: anesthesiology, chiropractics, diagnostic radiology, family medicine, orthopedic surgery, orthopedics and sports medicine, pain medicine, physical therapy, podiatry, rheumatology
The ENT Clinic, Dr. Marc Mueller	Tel: +971 4 445.8585 Email: info@drmarc.ae Specialties: ENT
Fetal Medicine and Genetic Center	Tel: +971 4 360.4040 Email: info@my-baby.net Web: my-baby.net Specialties: obstetrics and gynecology

Directory: Hospitals, Polyclinics, and Specialty Clinics (continued)

<p>German Clinic (see profile on page 45)</p>	<p>Tel: +971 4 429.8346 Email: info@germanclinic-dubai.com Web: germanclinic-dubai.com Specialties: family medicine, general medicine, gynecologic oncology, nutrition, obstetrics and gynecology, pediatrics</p>
<p>German Heart Center Bremen</p>	<p>Tel: +971 4 362.4797 Email: info@german-heart-centre.com Web: german-heart-centre.com Specialties: cardiovascular disease</p>
<p>German Limbtech Orthopedic Technology (see profile on page 53)</p>	<p>Tel: +971 4 363.5331 Email: info@limbtech.ae Web: limbtech.ae Specialties: orthotics, prosthetics</p>
<p>German Medical Center (see profile on page 39)</p>	<p>Tel: +971 4 362.2929; +971 4 362.4737 Email: info@gmcdhcc.com Web: gmcdhcc.com Specialties: general dentistry, general surgery, internal medicine, naturopathy, neurology, obstetrics and gynecology, orthopedic surgery, otolaryngology (ENT), physical therapy, pulmonology, urology</p>
<p>German Neuroscience Center (see profile on page 43)</p>	<p>Tel: +971 4 429.8578 Email: mail@gnc-dubai.com Web: gnc-dubai.com Specialties: child and adolescent psychiatry, counseling, neurology, psychiatry, psychology</p>
<p>Halman Neurotherapy Center</p>	<p>Tel: +971 4 439.3575 Email: sagrav9351@yahoo.com Specialties: neurological surgery, pediatric neurology</p>
<p>Health Call</p>	<p>Tel: +971 4 363.5343 Email: info@health-call.com Web: health-call.com Specialties: family medicine, general medicine, pediatrics, psychiatry, rheumatology</p>
<p>HealthExcel Medical Center</p>	<p>Tel: +971 4 363.5330 Email: healthexcelmedicalcenter@yahoo.com Specialties: general surgery, plastic surgery</p>

Directory: Hospitals, Polyclinics, and Specialty Clinics (continued)

HeartFirst Medical Center	Tel: +971 4 429.8298 Email: heartfirsto1@gmail.com Web: heart-first.com Specialties: interventional cardiology, physical therapy
Imperial Healthcare Institute	Tel: +971 4 439.3737 Email: info@imperialhealth.org Web: imperialhealth.org Specialties: general medicine, ophthalmology
Institute for Biophysical Medicine	Tel: +971 4 439.0476 Email: admin@ifbmdubai.com Specialties: general medicine
Kids in Motion Therapy Services	Tel: +971 4 422.9147 Email: info@kimpts.com Web: kimpts.com Specialties: occupational therapy, physical therapy, psychology, speech-language pathology
Isis: The French Clinic (see profile on page 54)	Tel: +971 4 429.8450 Email: info@isisclinicdubai.com Web: isisclinicdubai.com Specialties: counseling, pediatric pulmonology, pediatrics, physical therapy
Laser Eye Care and Research Center	Tel: +971 4 362.2955 Email: info@lasereyecare-uae.com Web: lasik-dubai.ae Specialties: ophthalmology
London Center for Aesthetic Surgery (see profile on page 56)	Tel: +971 4 375.2393; +971 4 375.2396 Email: gulf@lcas.com Web: lcas.ae Specialties: dermatology, plastic surgery
Magrabi Eye Hospital	Tel: +971 4 437.0606 Email: magrabi.dubai@magrabigulf.ae Web: magrabihospitals.com Specialties: ophthalmology, optometry
Majestic Aesthetic Clinic	Tel: +971 4 369.4922 Email: drkayle@drkayle.com Web: drkayle.com Specialties: plastic surgery

Directory: Hospitals, Polyclinics, and Specialty Clinics (continued)

MEDLAB Analytik Dubai	Tel: +971 4 362.2960 Email: info@medlab.ae Web: medlab.ae Specialties: medical laboratory services
Mitera Clinic	Tel: +971 4 363.5464 Email: info@miteraclinic.com Web: miteraclinic.com Specialties: obstetrics and gynecology
Mobile Doctors 24-7 International	Tel: +971 4 433.6147 Email: drjuneja@mobiledoctors24-7.com Specialties: family medicine, general medicine
Moorfields Eye Hospital Dubai (see profile on page 48)	Tel: +971 4 429.7888 Email: aqf@moorfields.ae Web: moorfields.ae Specialties: ophthalmology, optometry
N9NE (see profile on page 46)	Tel: +971 4 449.9944 Email: info@9medical.com Web: 9medical.com Specialties: aesthetics, family medicine, maternal-fetal medicine, obstetrics and gynecology
New Vision Eye Center	Tel: +971 4 451.9595 Email: drsafwan@newvisioneyecenter.ae.org Specialties: ophthalmology
Physiocare	Tel: +971 4 429.8560 Email: l.physiocare@yahoo.com Web: physiocare.ae Specialties: physical therapy
The Physio Center	Tel: +971 4 437.0570 Email: info@physiocentre.ae Web: physiocentre.ae Specialties: physical therapy
Primavera Medical Center	Tel: +971 4 375.4669 Email: receptionist@primaveraclinic.ae Web: primaveraclinic.com Specialties: family medicine, nutrition, obstetrics and gynecology, physical therapy

Directory: Hospitals, Polyclinics, and Specialty Clinics (continued)

Professor Al Samarrai Center	Tel: +971 4 423.3669 Email: fmcalsam@emirates.net.ae Web: profsam.net Specialties: urology
Royal Aesthetic Clinic	Tel: +971 4 454.2481 Email: info@royalclinic.ae Web: royalclinic.ae Specialties: aesthetic treatments, physiotherapy
Sagar Day Surgical Center	Tel: +971 4 434.3965 Email: sagarhealthcareuae@gmail.com Specialties: obstetrics and gynecology, orthopedic surgery, otolaryngology (ENT), pain medicine, pediatric dentistry, podiatry, vascular surgery
Sagar Healthcare and Diagnostics	Tel: +971 4 434.3966 Email: sagarhealthcareuae@gmail.com Specialties: general medicine, vascular surgery
Samsung Medical Center (see profile on page 40)	Tel: +971 4 449.5454 Email: heretocare@smcindex.ae Web: smcindex.ae Specialties: anesthesiology, cardiovascular disease, diagnostic radiology, endocrinology/diabetes/metabolism, gastroenterology, general surgery, hematology, internal medicine, neurological surgery, obstetrics and gynecology, plastic surgery
Sharif Eye Center (see profile on page 50)	Tel: +971 4 423.3664; +971 5 240.3151 Email: infodubai@sharifeyecenter.com Web: sharifeyecenter.com Specialties: ophthalmology, optometry
Singhania Clinic	Tel: +971 4 429.8498 Email: singhaniaclinic@gmail.com Web: singhaniachildrensclinic.com Specialties: pediatrics, special needs
Stepping Stones Center for Autistic Spectrum Disorders	Tel: +971 4 363.5433 Email: dwheeler@steppingstonesca.com Web: steppingstonesca.com Specialties: occupational therapy, psychology, special needs

Directory: Hospitals, Polyclinics, and Specialty Clinics (continued)

Super Religare Laboratories Tel: +971 4 448.3100
 Email: helpdesk@srlworld.com
 Web: srl.in
 Specialties: medical laboratory services

Symbiosis Healthcare Tel: +971 4 362.4955
 Email: info@symbiosis-healthcare.com
 Web: symbiosis-healthcare.com
 Specialties: counseling, family medicine, general surgery, nutrition, obstetrics and gynecology, orthopedic surgery, osteopathy, physical therapy, psychiatry, psychology

Tunio Aesthetics Tel: +971 4 449.4001
 Email: info@tunioaesthetics.com
 Web: liasc.com
 Specialties: plastic surgery

Vein Care and Surgery Center (see profile on page 57) Tel: +971 4 434.3000
 Email: info@veincare.me
 Web: veincare.me
 Specialties: vascular and interventional radiology, vascular surgery

The Weight Care Clinic Tel: +971 4 363.5382
 Email: weightcareclinic@gmail.com
 Specialties: endocrinology/diabetes/metabolism, nutrition

Featured Dental Clinics

With more than 70 dental professionals based in one location, DHCC is a top destination for dentistry in the Middle East. As with all medical professionals at DHCC, dentists are vetted by an independent board of experts and must comply with continuing education requirements. Patients visiting DHCC for dental services can schedule everything from general adult and pediatric dentistry to implants, smile makeovers, or full restoration. The clinics profiled below introduce you to some of DHCC's top dental providers.

Boston University Dental Health Center Dubai

Building 34, Ground and 1st Floors
PO Box 505097
Dubai, UAE
Tel: 1 800 DENTAL (1 800 336.825); +971 4 424.8777
Email: infoclinic@budubai.ae
Web: budubai.ae

Established in 2008 in collaboration with Boston University's renowned School of Dental Medicine (Massachusetts), Boston University Dental Health Center Dubai (BUDHC) is the UAE's largest specialized private dental center. Boasting 28 dental chairs and a state-of-the-art dental laboratory, the center is one of the few in the UAE equipped with computer-aided design and manufacturing tools for creating precise dental restorations. Lab specialists can customize restorations and greatly shorten the waiting time for completion of dental work.

Practitioners at BUDHC are trained in specialty programs at US dental schools and center faculty members hold appointments at Boston University School of Dental Medicine. The center's goal is to provide comprehensive dental care using an integrated team approach.

Specialties

- Dental hygiene
- Endodontics
- General dentistry
- Orthodontics and dentofacial orthopedics
- Pediatric dentistry
- Periodontics
- Prosthodontics

Hollywood Smile Dental Clinic

Building 64, Block C, 3rd Floor
PO Box 181248
Dubai, UAE
Tel: +971 4 423.3634
Email: drlinahamdan@hscuae.com
Web: hollywoodsmiledubai.com

Hollywood Smile Dental Clinic welcomed its first patients in 2008. True to its name, the clinic focuses on its patients' smiles, offering specialties in general dentistry, oral maxillofacial surgery, and orthodontics and dentofacial orthopedics.

The clinic is owned and managed by Dr. Lina Hamdan, who earned her DDS degree from the University of Illinois School of Dentistry at Chicago in 1997. American board-certified and professionally licensed in the state of Illinois, Dr. Hamdan is a member of the American Dental Association, Academy of General Dentistry, and American Academy of Cosmetic Dentistry.

Specialties

- General dentistry
- Oral/maxillofacial surgery
- Orthodontics and dentofacial orthopedics

Drs. Nicolas and Asp College of Postgraduate Dentistry

Building 27, Block D, 3rd Floor
 PO Box 53382
 Dubai, UAE
 Tel: +971 4 362.4787
 Email: info@dubaipostgraduate.com
 Web: dubaipostgraduate.com

Drs. Nicolas and Asp College opened its doors in 2006 and now offers a full range of dental services in a modern 9,000-square-foot (about 828-square-meter) facility. The center is accredited by the Australian Council on Health Standards and its advanced dental training programs in orthodontics and oral implantology have attracted a world-class faculty and high-quality clinicians, typically with Euro-Western education and training experience. Today, 20 dentists practice at Nicolas and Asp, with a collective command of six languages: Arabic, English, French, German, Russian, and Swedish.

Imaging technologies at the college include digital radiography and cone beam computed tomography. Convenient scheduling of appointments includes evenings and Saturdays.

Specialties

- Dental hygiene
- Endodontics
- General dentistry
- Oral/maxillofacial surgery
- Orthodontics and dentofacial orthopedics
- Pediatric dentistry
- Periodontics
- Prosthodontics

Tower Clinic

Building 27, Block D, 1st Floor
PO Box 57340
Dubai, UAE
Tel: +971 4 362.2939; +971 4 369.4990
Email: frontdesk@towerclinic.com; smile@towerclinic.com
Web: towerclinic.com

After opening in Dubai in 2000, Tower Clinic became the first licensed dental facility at DHCC in 2004. Now with two other branches—in Dubai Media City and Khalidiya, Abu Dhabi—Tower is one of the UAE’s largest private dental clinics.

Founded by Dr. Gunter A. Neumann, a Harvard-educated German orthodontist, Tower has been responsible for several dental “firsts” in Dubai; these include the use of lingual orthodontics, which positions braces behind the teeth, and digital cephalometric radiography, which provides a full view of teeth and skull. The clinic has five internationally trained dentists and offers services from tooth whitening to implants and dentures.

Specialties

- General dentistry

Versailles Dental Clinic

Building 64, Block A, 1st Floor
Dubai, UAE
Tel: +971 4 429.8288
Email: info@versaillesdentalclinic.com
Web: versaillesdentalclinic.com

Dr. Dominique Caron founded the first Versailles Dental Clinic in 1987 in Versailles, France, where he introduced several dental techniques including the use of sterilization centers, panoramic x-ray, and 3-D ceramic reconstruction. Dr. Caron is the former general secretary of the French

Academy for Dental Arts in Paris and an active member of the International Pierre Fauchard Academy of Dentistry in Las Vegas, Nevada.

Visitors to Dubai's Versailles facility are treated to royal comforts such as luxurious massage chairs in a waiting room that would make the most ardent Francophile blush. For medical travelers, Versailles offers a VIP hotline, assistance in hotel bookings, and airport pickup and dropoff. Languages spoken include English and French.

Specialties

- General dentistry

Directory: Dental Clinics

American Medical and Dental Center	<p>Tel: +971 4 374.8428 Email: manager@americanmdcenter.com Specialties: general dentistry</p>
Boston University Dental Health Center Dubai (see profile on page 67)	<p>Tel: 1 800 DENTAL (1 800 336.825); +971 4 424.8777 Email: infoclinic@budubai.ae Web: budubai.ae Specialties: dental hygiene, endodontics, general dentistry, orthodontics and dentofacial orthopedics, pediatric dentistry, periodontics, prosthodontics</p>
Canadian Specialized Dental Center for Orthodontics and Dental Treatments	<p>Tel: +971 4 428.1499 Email: info@csdc-dubai.com Web: csdc-dubai.com Specialties: general dentistry, oral/maxillofacial surgery, orthodontics and dentofacial orthopedics, pediatric dentistry</p>
Clinic for Cosmetic Dentistry	<p>Tel: +971 4 429.8400 Email: info@cosmeticdentistry-ae.com Web: cosmeticdentistry-ae.com Specialties: general dentistry</p>
The Dental Center	<p>Tel: +971 4 375.2175 Email: enquiries@the-dental-center.com Web: the-dental-center.com Specialties: oral/maxillofacial surgery, orthodontics, prosthodontics</p>
Dentcare International	<p>Tel: +971 4 437.0111 Email: homan_naeimi@hotmail.com Specialties: general dentistry, pediatric dentistry</p>
French Dental Clinic	<p>Tel: +971 4 429.8218 Email: info@frenchdentalclinic.com Web: frenchdentalclinic.com Specialties: general dentistry, oral/maxillofacial surgery, orthodontics and dentofacial orthopedics, prosthodontics</p>
German Dental Oasis	<p>Tel: +971 4 363.5367 Email: info@germandentaloasis.com Web: germandentaloasis.com Specialties: general dentistry, prosthodontics</p>

Directory: Dental Clinics (continued)

Hollywood Smile Dental Clinic (see profile on page 68)	Tel: +971 4 423.3634 Email: drlinahamdan@hscuae.com Web: hollywoodsmiledubai.com Specialties: general dentistry, oral/maxillofacial surgery, orthodontics and dentofacial orthopedics
Drs. Nicolas and Asp College of Postgraduate Denistry (see profile on page 69)	Tel: +971 4 362.4787 Email: info@dubaipostgraduate.com Web: dubaipostgraduate.com Specialties: dental hygiene, endodontics, general dentistry, oral/maxillofacial surgery, orthodontics and dentofacial orthopedics, pediatric dentistry, periodontics, prosthodontics
The North Carolina Dental Practice	Tel: +971 4 363.5328 Email: ncdp@ncdp.ae Web: ncdp.ae Specialties: dental hygiene, endodontics, general dentistry, oral/maxillofacial surgery, orthodontics and dentofacial orthopedics, pediatric dentistry, periodontics, prosthodontics
Tower Clinic (see profile on page 70)	Tel: +971 4 362.2939; +971 4 369.4990 Email: frontdesk@towerclinic.com; smile@towerclinic.com Web: towerclinic.com Specialties: general dentistry
Versailles Dental Clinic (see profile on page 70)	Tel: +971 4 429.8288 Email: info@versaillesdentalclinic.com Web: versaillesdentalclinic.com Specialties: general dentistry

Featured Complementary and Alternative Medicine Centers

DHCC has a dozen licensed clinics offering complementary and alternative medicine (CAM). Specialties include homeopathy, Ayurveda, Traditional Chinese Medicine, Unani medicine, osteopathy, therapeutic massage, naturopathy, chiropractic, tai chi, Pilates, yoga, and guided imagery. Several major insurers who offer healthcare coverage in the region have recently added coverage for CAM practices reviewed and accredited by CPQ, DHCC's independent healthcare regulatory body.

Dr. Batra's Homeopathic Clinic, Dubai

Al Razi Medical Complex, Unit 2036
PO Box 505147
Dubai, UAE
Tel: +971 4 434.3981
Email: clinicmgr-dubai@drbatras.com
Web: drbatras.com

Dr. Batra's Homeopathic Clinic in Dubai was launched in 2009 and provides treatment for a broad spectrum of medical conditions; these include skin ailments such as acne, psoriasis, and atopic dermatitis, and hair loss problems such as androgenetic alopecia, telogen effluvium, and alopecia

areata. The clinic follows a model established by its corporate founder, chairman, and managing director, Dr. Mukesh Batra, who pioneered modern homeopathy in India nearly 40 years ago.

What Dr. Batra first established as a modest single-doctor clinic in Mumbai has today grown into the world's leading and largest group of homeopathic healthcare facilities. One of 78 clinics in 33 cities across four countries, all designed to meet strict international quality standards, the Dubai location was selected by DHCC as 2009's Best Newcomer Facility Provider. Like several other ultramodern facilities in DHCC, it maintains a fully integrated electronic medical records system. Dr. Batra's Dubai clinic treats more than 4,000 patients annually from the UAE, US, and Canada as well as expatriates from India, Bangladesh, Pakistan, and other countries in South Asia.

Featured Story

Dr. Batra's Homeopathic Clinic, Dubai

G. S., who lives outside of Dubai, has always prided himself on good health, hard work, and ambition. He rarely fell ill, and when he did, he invariably recovered quickly. He was suspicious of medicine and almost never took any—after all, he seldom needed to.

So three years ago, when he came down with debilitating symptoms including heavy coughing and high fever, G. was shocked and dismayed. After a week of no progress, he went to the hospital. Believing he had a bacterial infection, G.'s doctor put him on major doses of antibiotics, but these did nothing to ease the symptoms. Over a span of two weeks, G. lost about 15 pounds (approximately 7 kilograms) and began to notice blood in the mucus that he was coughing up. His despair was made all the worse by his inability to sleep at night because of intense fits of coughing.

Soon thereafter, his doctor discovered that the underlying problem was a type of severe asthma relating to a dust allergy. This news meant G. would have to change jobs and rely completely on an asthma pump.

Determined to find a cure and return to his previous high-energy lifestyle, G. restricted his dietary habits and searched for a second opinion. He was confident that someone out there had a solution for him. A few doctors he visited were able to provide temporary relief, but the severe coughing and wheezing always reemerged after a short time.

Eventually, G. reluctantly began looking at alternative treatments and learned that India's pioneering homeopathic expert, Dr. Mukesh Batra, had just opened one of the world's largest homeopathy centers in DHCC. G. began commuting into Dubai for a regular regimen of treatment. Although Dr. Batra's clinic is one of the globe's most well-regarded homeopathic facilities, G. remained skeptical of the alternative medicine approach.

"I had to take a membership of a year, which seemed to be expensive," G. said. "I did not have confidence that I was going to get any benefits, as the medications were so simple."

But within weeks, his doubt gave way to wonderment and excitement, as his symptoms reacted strongly to the homeopathic treatment. G.'s asthma was improving quickly, and, three months later, it was gone—he had been cured.

To make sure the symptoms would not return, Dr. Batra decided to keep G. on a reduced homeopathic regimen for another year.

Now, three years later, G. remains asthma-free. He says he has returned to his normal life and has gained a new appreciation for alternative medicine: "I am thankful to the clinic and have full confidence in homeopathic treatment to cure many chronic problems."

—G. S., asthma patient

California Chiropractic and Sports Medicine Center

Building 64, Suite 2007
 PO Box 33827
 Dubai, UAE
 Tel: +971 4 429.8292
 Email: doc4athletes@yahoo.com
 Web: californiachiropracticcenter.com

Established in 2008 by Dr. Charles Jones, a chiropractor in private practice in Dubai for the past two decades, California Chiropractic and Sports Medicine Center uses the latest therapies to treat headache, sports injuries, and carpal tunnel syndrome as well as pains and injuries to the neck, shoulder, middle and lower back, hip, knee, and wrist.

The center's staff includes chiropractors and sports medicine experts along with an orthopedic surgeon, physiotherapist, acupuncturist, sports massage therapist, rehabilitation therapist, and support staff. Dr. Jones provides assistance to the UAE's Ministry of Health in licensing new chiropractors. He is internationally regarded and it is not uncommon for patients to travel to Dubai specifically for an appointment.

Emirates Integrated Medical Center

Building 27, Block B, 4th Floor
PO Box 505058
Dubai, UAE
Tel: +971 4 362.4740; +971 5 615.8938
Email: shurong@emirates.net.ae

This medical acupuncture clinic was established in 2006 by Dr. Shurong Jiang, known popularly in DHCC as the overseas counterpart to Dr. Andrew Weil, one of the world's foremost experts in integrative and holistic medicine. Emphasizing a team-based approach, the center's staff collaborate closely with specialists at many of DHCC's hospitals and specialty clinics to provide the most effective therapy. Emirates Integrated Medical Center sees more than 5,000 patients each year (roughly one-fourth from the US and Canada), including world leaders, regional political figures, and top-level executives. With more than 20 years of clinical experience, Dr. Jiang completed her medical studies in Athens and undertook post-graduate studies in Chinese medicine in Beijing.

The center offers classic Chinese acupuncture as well as modern electrical and medical acupuncture. Incorporating holistic and humanistic philosophies with spiritual medicine approaches, Dr. Jiang's method combines acupressure, Tuina, and tissue repair. Many patients seek out this treatment to manage pain from neck- and headache, migraine, sciatica, and cancer. Others seek treatment related to infertility issues and general concerns of wellness, including stress control and spiritual detoxification. Clinic staff speak English, Chinese, and Greek and can arrange translation services for patients fluent in any other language.

Five-star services are available for Dr. Jiang's patients on Palm Island as well as at some of Dubai's best-known hotel resorts. Services include medical home visits, private drivers, room service, tours, and shopping excursions in and around Dubai. The clinic also arranges tours highlighting Dubai's cultural and natural amenities, customized to individual preferences.

Featured Story

Emirates Integrated Medical Center

When S. B. and her husband married, they were both edging into their late thirties. They wanted a family, and, given their age, decided it would be best to make quick work of it. Month after month, the UK-based couple tried for pregnancy but their efforts met with disappointment. Early tests revealed that S. had an underactive thyroid gland, which can cause infertility in some women.

After more than a year without success, the couple hesitantly decided to undergo IVF, although they both regarded the procedure as intrusive and frightening. It was performed at a fertility center in Dubai under the guidance of a London fertility specialist but, to their dismay, failed to result in pregnancy. The couple's London specialist was not convinced that the infertility was related to S.'s thyroid condition. His additional testing revealed that S.'s eggs were of poor quality and dwindling in number—something that happens to women during menopause, which she was not expecting for another decade or two. He gave the couple a grim assessment. "I'm sorry, but I don't think you'll ever have your own child," he said. "If you do, then it would be a miracle and I would send you the largest bouquet of flowers."

Undeterred, S. set out in search of options. A firm believer in Eastern medicine, she put herself on a weekly acupuncture regimen under the guidance of Dr. Shurong Jiang at Emirates Integrated Medical Center. In parallel, she went to see another fertility specialist in Dubai who surprised the couple with his approach; instead of suggesting grandiose, expensive operations, he proposed intrauterine insemination (IUI), a simpler procedure commonly held to be less effective for difficult cases.

While continuing acupuncture, S. also began taking DHEA supplementation, a recent and still largely untested approach in infertility treatment. A few weeks later, she stopped by her specialist's office in preparation for the scheduled IUI; when the nurse

asked when she had her last period, S. realized it had been well over a month. She took a pregnancy test and it came out positive—she was finally pregnant.

Nine months later, S.'s first child, Daisy Grace, was born. And then to everyone's happy surprise, a year later, S. gave birth to a second child, Jack James.

S. still wells up with disbelief and gratitude whenever she thinks of her successful struggle against infertility. She believes that the combination of traditional acupuncture and modern Western fertility treatment ultimately brought her the children that she and her husband had wished for so fervently.

S. strikes an optimistic tone for women dealing with reproductive issues. "Doctors do not have all the answers," she says. "Those answers lie with you. There are people out there still on the fertility roller coaster, and it is so hard, emotionally and physically . . . To everyone, I would say: 'Never give up!'"

—S. B., acupuncture and infertility patient

Royal Ayurveda

Building 64, Block A
Dubai, UAE
Tel: +971 4 428.1480
Email: info@royalayurvedafz.com
Web: royalayurvedafz.com

Incorporating more than 5,000 years of Ayurvedic practices, therapies, and herbal medicine, Royal Ayurveda in DHCC follows the structure of its sister clinics in Sri Lanka, Japan, and UK. The Dubai location combines traditional and modern approaches with rigorous research and meticulously produced herbal medicines. Services fall into three general categories: management and treatment of disease conditions, positive health promotion, and relaxation and vitalizing therapy.

Identified by the World Health Organization as a traditional system of medicine with relevance for today's healthcare, Ayurvedic medicine is part of a holistic lifestyle with guidelines focusing on nutrition, superfoods, body work, massage, stress control, mental relaxation, and herbal medicines.

A clinic specialty is Ayurvedic massage for the whole body (Abhyanga), head, neck, and shoulders (Shiroabhyanga), and lower legs and feet (Padaabhyanga). Other therapies include traditional herbal pastes, forehead oil flow treatment, and Sveda treatments with heat and sweat-promoting qualities; Virmadana herbal baths; and Ayurvedic detoxification and cleansing treatments including *panchakarma*, *virechana*, and *vasti*. The center also offers a variety of specially priced packages for health promotion, diabetes and blood sugar management, and prenatal services.

Directory: Complementary and Alternative Medicine Centers

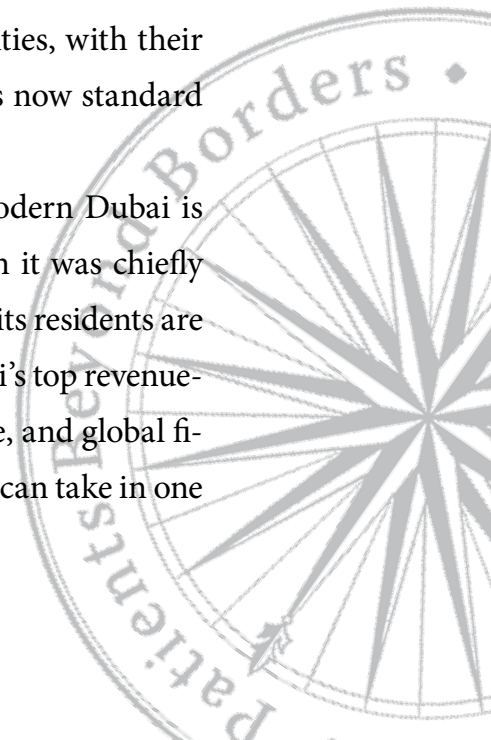
Atlas Spinal Center	Tel: +971 4 451.8877 Email: info@atlasspinalcenter.com Web: atlasspinalcenter.com Specialties: chiropractic
Beijing Tong Ren Tang Gulf	Tel: +971 4 349.7888 Email: ecc@eccgt.com Web: trtgulf.com Specialties: Traditional Chinese Medicine
Dr. Batra's Homeopathic Clinic, Dubai (see profile on page 75)	Tel: +971 4 434.3981 Email: clinicmgr-dubai@drbatras.com Web: drbatras.com Specialties: homeopathy
California Chiropractic and Sports Medicine Center (see profile on page 77)	Tel: +971 4 429.8292 Email: doc4athletes@yahoo.com Web: californiachiropracticcenter.com Specialties: chiropractics, general surgery, orthopedic surgery, physical therapy, therapeutic massage
Emirates Integrated Medical Center (see profile on page 78)	Tel: +971 4 362.4740; +971 5 615.8938 Email: shurong@emirates.net.ae Specialties: general medicine, physical therapy, Traditional Chinese Medicine (acupuncture)
Royal Ayurveda (see profile on page 80)	Tel: +971 4 428.1480 Email: info@royalayurvedafz.com Web: royalayurvedafz.com Specialties: Ayurveda

Part Three

Traveling in Dubai

Dubai is a land of superlatives. In addition to getting affordable, world-class treatment at one of the clinics or hospitals in the world's largest healthcare destination, a visitor can stand at the foot of the world's tallest tower, take a photo of the world's largest fountain, or stay at the world's only seven-star hotel. Even shopping centers are large enough to qualify as cities, with their own ski slopes, amusement parks, and aquariums now standard attractions.

One of the UAE's seven federated emirates, modern Dubai is a far cry from the days before World War I when it was chiefly known for exporting pearls. Eighty-five percent of its residents are expatriates from more than 200 nations, and Dubai's top revenue-generating industries today are tourism, real estate, and global financial services. Visitors interested in Dubai's past can take in one



of the old-world *souks* or markets which offer gold, textiles, spices, and food items unique to this Arabian Gulf gem.

Part Three provides important details to help you plan your medical journey to Dubai, along with some ideas for enjoying the country's unique sights and experiences.

Dubai in Brief

Dubai is the UAE's most populous (2.26 million) and second largest emirate in terms of landmass. At 1,588 square miles (4,113 square kilometers), approximately the size of Montana's Glacier National Park, Dubai packs an enormous punch as a tourist destination and economic power. Propelled by a strong entrepreneurial spirit, Dubai's economy has steadily expanded and diversified. Despite the global financial crisis in 2009 and 2010, Dubai continues to post promising economic performance numbers. More than 8 million tourists visited Dubai in 2010 and that number is projected to hit 15 million by 2015.

Midway between the Far East and Europe, Dubai's geographic position is ideal. The city is a major port with more than 120 shipping lines and an airport that serves more than 125 airlines and more than 210 destinations. By air, Dubai is situated within three hours of India and six hours of China, four hours of North Africa, eight hours of Hong Kong, and seven or eight hours of many of Europe's major capitals.

A Brief History

The emirate's early history belies its currently vibrant global status. The earliest written mention of Dubai occurred more than 1,000 years ago as

a passing reference in a geography manuscript. In later centuries, Italian explorers made a handful of references to Dubai's pearling industry. Although historical accounts suggest a Dubai settlement in the late 1700s, its firmest roots were established in 1799 by approximately 800 members of the Bani Yas tribe, led by the Maktoum family, at the mouth of a natural gulf harbor. Descendants of the Maktoum family have ruled Dubai to this day.

Even in its formative years, Dubai was a magnet for expatriates. Roughly one-fourth of Dubai's 20,000 residents in the 1930s hailed from other countries. By the 1950s, active shipping traffic had taken its toll on the waterway, so Sheikh Rashid bin Saeed Al Maktoum opted to have the waterway dredged. That decision ultimately led to a major spike in cargo-handling traffic, further strengthening Dubai's reputation as a major trading and re-export hub in the gulf region. The discovery of oil in the mid-1960s accelerated Dubai's development as the government built schools, hospitals, roads, and telecommunications networks to accommodate a rapidly diversifying commercial environment. Expansion of the international airport, construction of the huge manmade harbor at Jebel Ali, and establishment of a free trade zone surrounding the port collectively consolidated Dubai's reputation as a growing economic power.

Dubai's formula was well-suited to achieving a quality of life that far exceeded the cost of living. The business and cultural environment was friendly to expatriates, the infrastructure was fully developed, corporate and personal income was unencumbered by tax, and import duties were low. Sheikh Rashid, with Sheikh Zayed bin Sultan Al Nahyan of neighboring Abu Dhabi, led efforts to establish the UAE in 1971, which quickly became one of the world's richest nations in terms of per capita gross domestic product. Since the 1990s, Dubai's growth has continued steadily as the emirate has cultivated its amenities into an international tourist destination. Today Dubai regularly hosts high-profile sporting competitions in horse racing, golf, and tennis.

Geography

Although Dubai has no natural rivers, the dredging of its natural inlet, Dubai Creek, made it feasible for large ships to navigate. So despite Dubai's location within the Arabian Desert, the city Dubai is the UAE's most significant port and commercial center. Dubai Creek divides the city into the Deira district to the north and Bur Dubai to the south.

This low-lying country is situated merely 52 feet (less than 16 meters) above sea level, and its landscape is mostly a sandy desert. But unlike the gravel deserts in the UAE's southern emirates, the desert in Dubai is a fine white sand of crushed shell and coral. The famous dunes to the east of Dubai are red-tinged with iron oxide. The Western Al Hajar Mountains—with an arid, jagged terrain rising to more than 4,200 feet (nearly 1.3 kilometers)—straddle Dubai's border with Oman. Numerous gorges and water holes dot the base of the mountains. Sand dunes in the south lead to the desert known as The Empty Quarter. Offshore islands, coral reefs, and salt marshes (*sabkhas*) are found along the Arabian Gulf coast.

Weather and Climate

One of the rare fortunate locations on the planet that enjoys year-round sunshine, Dubai has an arid subtropical climate. Dubai receives less than 6 inches (about 15 centimeters) of rain annually, with showers mostly during the winter months of December through March. Winters are mild with high temperatures in the 70s and 80s (about 21–32°C), while summer temperatures are consistently 100–110°F (about 38–43°C). Humidity is quite high during the summer, accompanying sea temperatures commonly around 100°F, so the best summer option is definitely the ideally cool swimming pools at Dubai's hotels.

Festivals and Holidays

As in many predominantly Muslim countries, the Hijri (Islamic) calendar—relying on a lunar year typically 10–12 days shorter than the Western so-

lar year—determines the dates on which Islamic holy days and festivals are celebrated. The government sets public holidays annually but religious holidays are contingent upon the various phases of the moon. During the Ramadan lunar month preceding Eid al-Fitr, Muslims fast during daylight hours and eat after sundown, so normal business patterns may be interrupted. During that time, many restaurants are closed during the day and restrictions on smoking and drinking may be in place. These restrictions are lifted with the commemoration of Eid al-Fitr.

A City of Intellect

Like all emirates in the UAE federation, Dubai has an extensively developed system of public and private education. Primary and secondary education is free for all citizens and is compulsory for children. Schooling is conducted with Arabic as the first language and English as the second. There are many private schools reflecting Dubai's cosmopolitan nature with programs in English, French, German, Indian, Pakistani, Filipino, and Russian. All non-Arab students also must take Arabic language courses. Muslim and Arab students are required to complete Islamic studies as well.

Conceived similarly to DHCC, Dubai International Academic City (DIAC) is also a project of TECOM Investments, established in 2003 as a free zone for education to cultivate talent and innovation for Dubai's ever-expanding economy and business infrastructure. DIAC currently hosts more than 20,000 students from around the world in a campus featuring 31 institutions of higher education from 11 countries.

Language and Culture

Arabic is Dubai's official language, but English is found virtually everywhere in the emirate. Travelers will be impressed by the diverse languages they hear on the streets of Dubai; among the most common are the Asian subcontinental languages of Hindi, Urdu, Malayalam, Bengali, and Tamil.

European languages are commonly heard as well. All road signs, displays, and information boards are presented in Arabic and English. However, as you travel beyond Dubai to other parts of the UAE, English speakers will become much less frequent, especially in the rural areas.

While Dubai stands out as an innovative society, particularly in terms of business and industry, many elements of traditional Arabian culture remain firmly in place. Dubai adheres to conservative, modest standards of attire in both casual and business settings. Business is conducted with an emphasis on personal relationships and mutual trust. Likewise, hospitality is highly prized and business meetings often begin in informal settings—such as a restaurant or hotel café—with polite personal exchanges about each other’s families. A handshake is usually followed by a gesture touching the heart with the right hand to communicate sincerity. A woman’s hand is shaken only if she offers it.

Business Development

Few spots in the world offer a richer array of advantages for business development than Dubai, a politically stable country with a commitment to favorable commercial and economic policies. Industry-based relations operate within a clear legal framework. Foreigners are permitted ownership rights of up to 49 percent for limited liability companies established within Dubai and up to 100 percent for professional companies, branches and representative offices of foreign companies, and free trade zone enterprises.

Dubai is known for its hands-off approach to governmental regulation of business. There are no direct taxes on corporate profits or personal income with the exception of oil companies, which are required to pay a flat rate of 55 percent, and foreign bank branches, which pay a flat 20 percent on net profit generated within Dubai. Customs duties include many applicable exemptions and are generally a mere 4 percent. Likewise, full repatriation of capital and profits is permitted and the government has no foreign exchange controls, trade quotas, or barriers. Visa policies have

been sufficiently liberalized to bring in a diversified, highly skilled international labor pool.

Dubai's exceptional infrastructure features a network of seven industrial areas, one business park, three highly successful specialized free trade zones, two modern seaports, two major airports, a modern highway network, state-of-the-art telecommunications systems, and reliable power and utilities, all of which are cost-effective and rank highly in terms of both performance and delivery. The service industry is similarly developed due to extensive private sector investments in real estate to develop hotels as well as residential and commercial properties. After Hong Kong and Singapore, Dubai is the world's largest export and re-export center.



Stunning Dubai skyline at dusk



Souk Madinat Jumeirah



Bur Dubai Creek promenade



Boats on Dubai Creek, Park Hyatt



Dubai Metro, the world's longest automated train



Whirling Dervish, traditional dancer



An abra (traditional boat) on Dubai Creek



Jumeirah Mosque



Dubai gold souk



Dubai spice souk



Ibn Battuta Mall, the world's largest themed shopping mall



Ghawa (Arabic coffee) is symbolic of hospitality



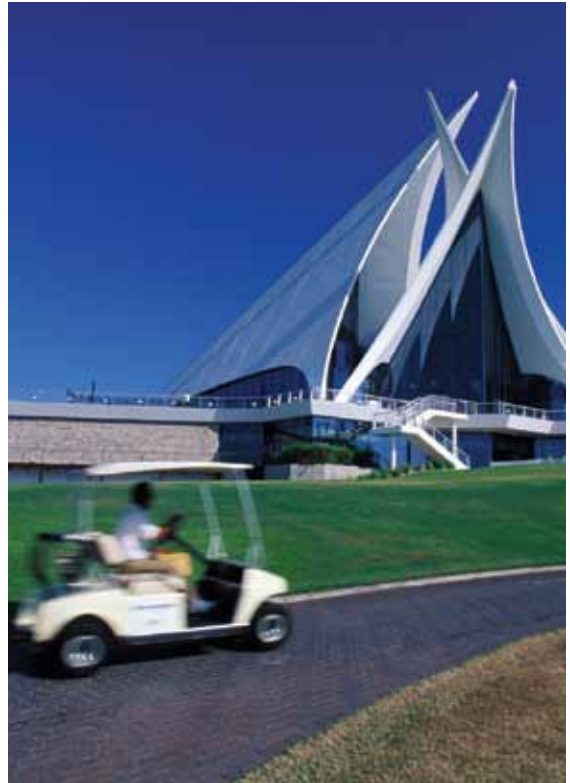
Traditional crafts include sewing, weaving, and basketry



Arabesque lamps sold in Souk Madinat Jumeirah



Fresh Gulf seafood



Dubai offers several world-famous golf courses



Wind tower, Bastakiya



Traditional Arabic bread



Dhow dinner cruise, Dubai Creek



Al Mahara Restaurant, Burj Al Arab



Ras Al Khor Wildlife Sanctuary



Beach view of the Burj Al Arab



Fun and adventure in the desert



Family beach walk



Desert safari thrills



Falconry, a traditional desert sport



Lobby, Atlantis The Palm



Friendly dolphins at Dolphin Bay



Meditation on the beach



Indoor pool, Grand Hyatt Dubai



Bustling Sheikh Zayed Road



Pool, Jumeirah Beach Hotel

The Medical Traveler's Essentials

This section provides a handy rundown of practical information on transportation, currency, communications, and other “nuts and bolts” of travel to Dubai.

Passports/Visas

All visitors to Dubai, including children, must present a valid passport or passport card for travel to and from Dubai and the rest of the UAE. Visas are not required for residents of Gulf Cooperation Council states, or for nationals from more than 40 other countries. These travelers passing through immigration control at Dubai International Airport will simply have their passports stamped with a 30-day visa, free of charge, which can be extended for an additional 30 days without charge. For more information about visa requirements, please see definitelydubai.com/im-visiting/getting-there/good-know/entry-visas.

Medical visas can be arranged with the assistance of your DHCC clinic or hospital of choice. Medical visas, which involve a nominal fee, are valid for 60 days and can be renewed for two additional 60-day periods. Many types of visas are available, depending upon whether the Dubai visit is intended for business, research, education, or a special conference or event.

Travelers are strongly encouraged to check with their nearest UAE embassy or consulate to receive the most accurate, up-to-date information on visas, fees, and related rules.

Dubai immigration officials offer a smart mobile application for checking the status and validity of visas and other transactions. For more details, see online information from Dubai's Department of Naturalization and Residency at dubaifaqs.com/dnrd.php.

Immunizations

The UAE does not require specific immunizations prior to travel. However, as a precautionary measure, some travelers may want to be inoculated with hepatitis A and hepatitis B vaccines or tetanus, especially if their last inoculation occurred more than 10 years ago. Vaccinations are strongly recommended for those who might be continuing their travels to Africa or the Far East. To get the most benefit from your vaccines, see a healthcare provider at least four to six weeks before your trip.

Clothing

Given the arid, hot climate in Dubai, lightweight summer-style clothing is the most appropriate attire for much of the year. However, sweaters and jackets are advisable for evenings during the winter months when temperatures are relatively cool. Hats, sunglasses, and sunscreen are strongly advised as well. Visitors likely will see many Dubai and other UAE nationals wearing the traditional khandora or dishdasha. Many Muslim women wear a scarf as a head covering and layer an abaya, a long black robe, over their clothing.

Visitors are wise to respect Dubai's unwritten dress code by selecting conservative, modest clothing. Men should always wear a shirt in public, and shorts are generally not acceptable for men or women. Likewise, women should keep their shoulders covered, opting for long or short sleeves and avoiding low-cut necklines, as well as choosing loose-fitting

pants or cotton or linen dresses that prevent exposing the knees. Professionals often wear trousers with long- or short-sleeved shirts; suits are recommended for more formal business meetings or luncheons. In general, hotels and some beaches in Dubai often have more relaxed dress codes, but visitors should be aware that adhering to a host-country's clothing style represents a form of respect to the culture.

Customs Regulations

In addition to personal luggage, travelers arriving in Dubai can bring up to US\$10,000 (36,733 AED); 400 cigarettes, 50 cigars, or 17.6 ounces (500 grams) of loose tobacco; 8.4 pints (4 liters) of alcohol or 2 cartons of beer (1 carton = 24 cans, each not exceeding 12 ounces [355 milliliters]); and gifts of approximately US\$800 (2,880 AED) value without having to pay customs duties. Tourists should be aware that pets, medicines, books, films, DVDs, CDs, photographs, and large amounts of cash are subject to substantial duties. Prohibited items include narcotic drugs, goods from Israel or with an Israeli logo/trademark, crude ivory and rhinoceros horn, gambling equipment, tires, radioactive material, forged currency, cooked or homemade food, prints, sculptures, and lithographs.

Dubai's laws regarding medicines and drugs are strict. Tourists may bring medicine into the country for their personal use. With a doctor's letter or a copy of the original prescription, up to a three-month supply of a prescription item can be brought into the country by a visitor and a 12-month supply by a resident. Narcotics can only be brought into the UAE in exceptional cases with prior permission from the Ministry of Health's director of medicine and pharmacy control. These guidelines pertain to medicines brought in by an individual through an airport or border crossing and to medicines arriving by post.

Visitors must take care to ensure that medicines and medications prescribed in their home countries are not restricted before bringing them to Dubai or another UAE location. The UAE Ministry of Health's Drug Control Department publishes a list of controlled medicines and medications.

Visitors should contact that department ahead of time to check whether a medication is on the controlled list and requires prior permission for importation.

Emergency Contact Telephone Numbers

Police 999

Fire 997

Ambulance 998

Dubai Police Inquiries 1 800.7777 (Dubai toll-free), +971 4 229.2222

Dubai Customs +971 4 345.9575

Dubai International Airport +971 4 224.5555

Credit Card Use

All major international credit cards such as American Express, MasterCard, and Visa are widely accepted in shopping malls, larger supermarkets, stores, hotels, and restaurants. Small retail shops and restaurants often prefer to deal in cash.

Electrical Appliances

The electricity supply in Dubai is 220/240 volts at 50 cycles and plug points are the same as in the UK. To operate US-manufactured appliances and equipment, travelers will need a transformer to convert 220 V to 110 V and an adaptor for the plugs.

Mobile Phone Use

Dubai has first-rate telecommunications and internet services which should be hassle-free for any traveler. If you plan to bring your own mobile phone, be sure to check with your provider about international rates for voice and data. Be especially careful if you have data services on your mobile phone as automated data services can lead to unwelcome billing surprises when you get home!

If you really need mobile service in Dubai, it might be easier and cheaper to take advantage of one of the many low-priced promotions that include a mobile phone and a preset number of minutes. You will then have a phone whenever you travel in Dubai. Representatives from Etisalat or du, UAE's leading telecommunications providers, can handle any inquiries about service usage and international connections at etisalat.ae/traveller.html or du.ae/en/mobile.

Attractions and Accommodations

There is no shortage of tourism opportunities for the traveler coming to Dubai for medical treatment. With its well-deserved title as the Middle East's shopping capital, Dubai shines when it comes to retail events. Each year in January, during the height of the tourist season, the month-long Dubai Shopping Festival brings more than 3.3 million visitors to the more-than 6,000 participating shops. In addition to tax-free shopping, tourists are drawn to significantly discounted luxury items, daily raffles for new cars, and nightly fireworks.

Tourists can happily engage in the art of price negotiation at Dubai's traditional markets. Some *souk* districts offer rows of textile shops reminiscent of similar districts found in India or the Philippines, while others offer meticulously handcrafted gold items and exotic spices.

Dubai's eye-popping experiences run the gamut from awe-inspiring sand dunes, some of the world's whitest beaches, and lush green parks to the Burj Khalifa with the world's tallest tower and a tremendous fountain spouting water 500 feet (over 150 meters) into the air. Old Dubai contains many historical sights open to all visitors, including the Jumeirah Mosque, one of the region's most prominent examples of Islamic architecture, featuring a medieval interior adorned with Arabic calligraphy.

Information on Tourism

Dubai's Department of Tourism and Commerce Marketing (DTCM) is located in the Al Fattan Plaza of the Deira district, which is the metropolitan heart of the emirate's commercial and residential activity.

Dubai Department of Tourism and Commerce Marketing
PO Box 594
Dubai, UAE
Tel: +971 4 282.1111
Fax: +971 4 282.1131
Email: info@dubaitourism.ae
Web: dubaitourism.ae

Travel Arrangements

Compass International Tours, LLC
Building 26, Ground Floor, Office 02,
PO Box 122527
Dubai, UAE
Tel: +971 4 429.8575
Email: emma@compassuae.com
Web: compassuae.com

Established in 2003 and based in DHCC, Compass International Tours (CIT) is a global destination management, events, and incentive travel company. CIT is certified by the International Air Transport Association and has associated offices in France, Italy, and India. Available services include customized holiday packages, assistance with flights and hotel bookings, and support for various travel details from visas to currency conversion.

Known for custom-designed, comprehensive travel program planning, the company's vision is to exceed customer expectations while making every travel experience exclusive and memorable. Managing Director, Lissy Donald, is formally trained in hospitality, event management, and travel and tourism and has been part of the travel industry since 1986.

Watani Travel, LLC
 Building 27, Block A, Office G03
 PO Box 88811
 Dubai, UAE
 Tel: +971 4 449-9955
 Email: info@watanitravel.com
 Web: watanitravel.com

Opened in 2009 and situated in DHCC, Watani Travel is a full-service travel agency offering assistance with flight and hotel bookings, airport pickup and dropoff, rental cars, and visas. For patients who need additional services, Watani provides in-country support options.

Watani's cofounders, Haya Al Ghufli and Khuloud Al Ali, are from Dubai and have 30 years' experience in regional and international travel. Their mission is to bring a local touch to travel planning by providing personal attention, excellent service, competitive pricing, and customized, creative tourist options.

History and Old Dubai

Amid all the ultramodern amenities are numerous museums and historical sites that evoke Old Dubai. In addition to the famous *souks*, Dubai has preserved numerous houses and sights essential to understanding the emirate's history.

For those interested in archeology, Dubai is home to four excavation sites that date back 2,000 years or more. These include the Al Qusais and Al Sufooh graveyards and a Jumeirah site revealing artifacts from the seventh to fifteenth centuries. Although these sites are not open to the general public, visitors can make arrangements through Dubai Museum, housed in the late-eighteenth-century Al Fahidi Fort. The museum features vivid dioramas depicting daily life in the era before oil was discovered. Galleries recreate scenes from the original Dubai Creek settlement, traditional Arabic households, mosques, markets, agriculture, and pearl diving.

Located close to Dubai Museum is the old Bastakiya district with narrow lanes, tall wind towers, and the largest neighborhood of traditional courtyard houses in Dubai. Historically minded visitors are encouraged to see Al Ahmadiya School and Heritage

House in the Al-Ras area of the Deira district. Established in 1912 as Dubai's first school, the building was renovated in 1995 as a museum of education. The oldest part of the campus is a large courtyard house with a rectangular wind tower dating to the 1890s.

Hatta Heritage Village, located roughly 65 miles (about 105 kilometers) southeast of metropolitan Dubai in the heart of the jagged Hatta Mountains, traces its history to the third millennium B. C. The 30-building site documents ancient construction techniques using mud, hay, sandalwood, and palm fronds. ■

Getting Into and Around Town

By Air. Two international airports serve Dubai. With phenomenal growth in air traffic, Dubai International Airport continues to expand, recently adding a fourth terminal. Among more than 125 airlines serving the airport are Dubai's flagship carrier Emirates and the budget airline FlyDubai. Sharjah International Airport, located just a half-hour from Dubai in the Sharjah emirate, helps its sister airport in Dubai to handle the ever-growing international air demand. The principal carrier in Sharjah is Air Arabia, a low-cost airline primarily serving the Middle East and South Asia.

By Public Transport and Taxis. Dubai's public transportation system is the Middle East's largest and comprises mostly bus and metro rail lines. The city metro's Red Line, which opened in 2010, covers Dubai's long coastline with stops at the airport, Burj Khalifa, and the Mall of the Emirates. The recently opened Green Line metro runs parallel to Dubai Creek and has a stop at DHCC. The bus system is an inexpensive option, especially for traveling across districts in central Dubai.

Taxis are plentiful but can be difficult to secure, especially during rush hour when Dubai's traffic congestion rivals that of the largest American cities. The rates of all taxi companies are standardized and metered. However, as in many other destinations, beware of unmarked hotel taxis and limousines; they are not obligated to honor the official metered rates and are likely to be much more expensive.

Food

Dubai boasts every imaginable world cuisine, thanks to its cosmopolitan heritage. It also offers a complete sampling of Middle Eastern cuisine including popular indigenous fast foods such as shawarma, falafel, and manakish. Shawarma contains grilled slices of delicately spiced lamb or chicken, mixed with salad and rolled inside a pocket of Arabic bread. Falafel is balls of fried chickpea also served in a pita with a cool yogurt sauce. Manakish is a Lebanese favorite, baked bread served with a selection of toppings including minced beef, thyme-flavored cheese, and yogurt cream.

Grilled meats are extremely popular as are seafood offerings. Visitors can enjoy fish from the Arabian Gulf and the Gulf of Oman, such as lobster, cigale, crab, hammour, shrimp, tuna, kingfish, pomfret, and red snapper.

Desserts include the international favorite of baklava, along with umm ali (bread pudding), esh asaraya (cheesecake with cream on top), and mehalabiya (pudding sprinkled with rose water and pistachios).

Fresh fruit juices are popular and inexpensive. Sahlab, a milk-based drink popular during Ramadan, is sweet and topped with cinnamon. Alcohol is served in hotel restaurants and bars as well as some golf clubs and associations. Restaurants that are not associated with hotels are not permitted to serve alcohol.

Tipping and Gratuities

Tipping is not compulsory, but it is recommended to tip according to what is customary in other parts of the world. A few places do already include a service charge (e.g., 10–15 percent), so it is worth checking the bill first. Similar guidelines apply to gratuities for hotel staff including bellhops, housekeepers, and taxi drivers.

Things to Do in Dubai

1. Arrange for a **desert excursion** of dune bashing and off-road riding with expert SUV and Hummer drivers.
2. Avoid the heat and crowds by touring the famous **Dubai Creek waterway** in a Waterbus, where guides point out many of the city's historically significant attractions.
3. Bring your camera to the immaculately kept gardens surrounding the old **Burj Nahar watchtower**, built in 1870 to guard Dubai and now restored as one of the city's prime horticultural showcases.
4. Cross the mainland to **Palm Jumeirah**, one of the world's largest artificial islands, featuring marinas, luxury resorts, and upscale shopping areas.
5. Go snow skiing or snowboarding in the **Mall of the Emirates**—staff will happily supply you with all the gear you need to enjoy indoor snow sports on a hot desert afternoon.
6. Perfect your bargain shopping skills in the **Karama district**, home to shops selling everything from unique clothes to fluffy toy camels as well as an exotic array of Indian inlaid rosewood boxes, Omani silver jewelry, handmade Persian carpets, and “almost genuine” designer accessories.
7. Stroll the **Al Satwa shopping district**, famous for tailors' shops where new clothing can be stitched in a couple of days, or visit “plant street” to see local garden materials and accessories.
8. Take a tour of the **Dubai Marina district** with picture-perfect skylines, world-class hotels, a white-sand beach, a mall, and two walkways lined with coffee shops, eateries, and shops—all in one convenient spot.
9. Visit one of the small older restaurants in the Bur Dubai district for an **authentic Middle East meal** complete with kebabs, pita, yogurt sauces, fresh vegetables, sweet dates, and mint tea for the equivalent of us\$5–7 (18–25 AED).
10. Witness the Dubai Fountain's dazzling show at **Burj Khalifa Lake**, set to Arabic and world music. The globe's largest dancing fountain offers an enticing display of 1.5 million lumens of projected light and towering jet sprays of more than 22,000 gallons (about 83,000 liters) of airborne water. ■

Shopping

Dubai is a shopper's paradise whether you are touring the city-sized ultra-modern malls or the Old World *souks* that have been a part of the emirate since its earliest settlement. Name it and Dubai has it. Electronic products, watches, cameras, and other international items can be priced up to 20–30 percent lower than in other countries. Popular traditional gifts include Arabic coffeepots, silver and brass swords, curved *khunjar* daggers, antique silver jewelry from Oman and Yemen, and locally made carpets.

Each mall has its distinguishing marks. For those impressed by architecture, Ibn Battuta is a favorite, showcasing several architectural styles and reflecting the sights of Egypt, China, India, Persia, Tunisia, and Andalusia. The mall also has a permanent exhibition of Islamic contributions to science, astronomy, and invention. The Mall of the Emirates, one of the world's largest, has an astounding array of more than 200 luxury shops featuring international brands, a community theater, and a ski slope to satisfy even a veteran schusser.

The “old kid on the block,” Deira City Center, consistently ranks among Dubai's most popular shopping destinations because of its excellent range of outlets, huge cinema multiplex, wide assortment of dining options, and large Arabian souvenirs and textiles market. Wafi City and BurJuman have diverse offerings representing exclusive boutiques and designer labels. Wafi City, with stained-glass pyramids underscoring its Egyptian architectural flair, also has many upscale restaurants and bars which are licensed to serve alcohol.

Mercato (which takes its name from the Italian word for “market”) is the Middle East's only Renaissance-themed shopping mall, highlighting its Italian, French, and Spanish accents and artistic features in regular fairs and festivals from each country. Immediately adjacent to the Burj Khalifa, the world's largest mall, Dubai Mall, encompasses more than 1,200 retailers, an indoor skating rink, an aquarium—and more than 10,000 parking spaces. Rest assured that a major mall is within easy commuting distance from any point in metropolitan Dubai.

Dubai offers many shopping districts such as Al Satwa, with textiles, art objects, and garden accessories. The Jumeirah district, lying on the south side of Bur Dubai, is a former fishing village converted into a twenty-first-century shopping district and highly sought-after residential neighborhood. The historic district of Old Dubai has a charming village appeal complete with old-style passageways and landscaped courtyards. The district's informality suits the *souks*, cafés, restaurants, and stalls lining its paths and lantern-lit alleys.

Where to Stay

Dubai boasts more than 70,000 rental rooms in 573 hotels and hotel apartments. At one time the emirate's average hotel room costs were among the most expensive in the world because demand significantly outpaced supply. However, travelers can now find relatively reasonable rates due to an increase in Dubai's available hotel stock as well as global economic pressures that helped push off-season room rates, even at five-star destinations, down to a pleasantly manageable US\$140 (504 AED).

Recently, several budget and mid-range hotels have opened in Dubai's most popular locations at rates between US\$70 and \$100 (252–360 AED) a night. It's best to check with your doctor and hospital to find accommodations that meet your personal preferences and provide easy access to your chosen healthcare facility. Also, be sure to ask about discounts when you make your reservation. Discounts are often available for extended stays, and some medical centers may have specially negotiated rates.

Hotels: Five-Star

<p>Grand Hyatt Dubai (0.45 mile [0.72 kilometers] from DHCC)</p>	<p>Bur Dubai District PO Box 7978 Dubai, UAE Tel: +971 4 317.1234 Email: dubai.grand@hyatt.com Web: dubai.grand.hyatt.com</p>
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<p>Raffles Dubai (0.37 mile [0.59 kilometers] from DHCC)</p>	<p>Sheikh Rashid Road, Wafi City PO Box 121800 Dubai, UAE Tel: +971 4 324.8888 Email: dubai@raffles.com Web: raffles.com</p>
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Hotels: Four-Star

<p>Le Méridien Fairway (1.42 miles [2.29 kilometers] from DHCC)</p>	<p>Al Garhoud Road PO Box 36400 Dubai, UAE Tel: + 971 4 608.5000 Web: starwoodhotels.com/lemeridien</p>
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<p>Moevenpick Hotel Bur Dubai (0.5 mile [0.8 kilometers] from DHCC)</p>	<p>Oud Metha Area PO Box 32733 Dubai, UAE Tel: +971 4 336.6000 Email: hotel.burdubai@moevenpick.com Web: moevenpick-hotels.com</p>
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<p>Ramee Royal Hotel (1.30 miles [2.1 kilometers] from DHCC)</p>	<p>PO Box 26816 Dubai, UAE Tel: +971 4 334.4088 Email: rameeryl@rameehotels.com Web: rameehotels.com</p>
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Hotels: Budget

Arabian Park Hotel

(0.95 miles [1.52 kilometers]
from DHCC)

Oud Metha Drive 1

PO Box 122382

Dubai, UAE

Tel: +971 4 324.5999

Web: arabianparkhotel.com

**Dunes Hotel Apartments,
Oud Metha** (0.46 mile

[0.74 kilometers] from DHCC)

PO Box 127773

Dubai, UAE

Tel: +971 4 358.3333

Email: reservations@dunesdubai.com

Web: dunesdubai.com

Karama Hotel

(1.67 miles [2.68 kilometers]
from DHCC)

PO Box 116945

Dubai, UAE

Tel: +971 4 336.6607

Email: info@karamahotel.ae

Web: karamahotelme.com

London Suites Hotel

(1 mile [1.6 kilometers]
from DHCC)

PO Box 2603

Dubai, UAE

Tel: +971 4 324.4774

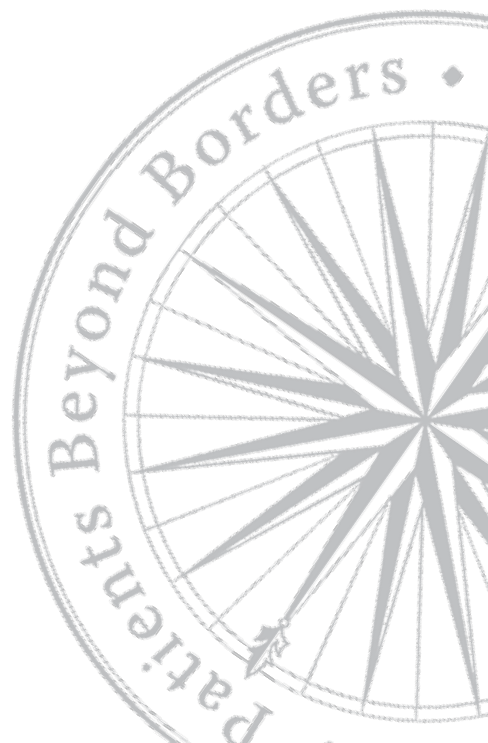
Email: lsuites@emirates.net.ae

Web: londonsuiteshotel.com

Part Four



Resources and References



Additional Resources

Dubai Tourism Information

Definitely Dubai. Managed by Dubai's Department of Tourism, definitelydubai.com is an excellent source of information for visitors, business travelers, and expatriates. For visitors, the site offers guidance on what to see and do, where to stay, and great places to eat. The site also provides practical details on transportation and getting to Dubai. Information is available in English, French, Dutch, Italian, and Spanish.

Dubai.ae. The official portal of Dubai eGovernment, dubai.ae provides tourism information along with practical details about life in Dubai. The site is a handy source of information should you have questions about visas, government regulations, public safety, or even having a baby! Go to dubai.ae/en.portal.

Interactive Map of Dubai. This online map allows visitors to explore Dubai before they even arrive. The map is searchable and can be expanded or compressed as needed. Users can select services to be displayed, including transit lines, tourist sites, embassies, hotels, and more. The map

is available in English, German, and Arabic. Go to dtcm-dubaimap.com/applet/map.html.

Dubai at a Glance. This 360-degree interactive map allows visitors to explore Dubai landmarks and tourist destinations from desert safaris to *dhow* cruises and *souk* shopping. Go to testure.eu/client/dubai_20pictures.

World, Country, and City Information

The World Factbook. Cataloged by country, *The World Factbook*—compiled by the US Central Intelligence Agency (CIA)—is an excellent source of general, up-to-date information about the geography, economy, and history of countries around the world. Go to cia.gov; in the left column, find “Library,” then click “Publications.” *Factbook* lets you explore places of interest by region and country.

Lonely Planet. This no-holds-barred travel book publisher has compiled a collection of useful online resources (mostly as teasers to encourage consumers to buy their books). Go to lonelyplanet.com for an introduction to Dubai, links to Dubai blogs, and an option to buy PDF chapters from *Lonely Planet*’s latest Dubai edition.

World Travel Guide. The publishers of the *Columbus World Travel Guide* sponsor the website worldtravelguide.net. Go to this site and choose a continent to find information on countries, cities, airports, cruise destinations, and more.

Wikitravel. This consumer-written, grassroots project—wikitravel.org—is aimed at creating a free, complete, up-to-date, and reliable worldwide travel guide. The site collects destination guides and other articles written and edited by contributing travelers around the globe. On the home page you will find recommendations for the “Destination of the Month” and fascinating factoids about adventurous locations. Click on a continent or region for more information, wiki-style.

One World Nations Online. For everything you ever wanted to know about Dubai and the UAE, visit nationsonline.org/oneworld/arab_emirates.htm. You will find links to official UAE and Dubai government sites, weather forecasts, maps, news, and major tourist attractions.

Tools from *Patients Beyond Borders*

Publications

Healthy Travel Media publishes the international edition of *Patients Beyond Borders* (PBB) as well as variety of specialized editions covering destinations from Singapore to Monterrey, Mexico to Turkey. Visit patientsbeyondborders.com to check on special editions for your destination.

Online and Mobile Applications

Patient referral website. Our technology and editorial teams have converted PBB's library of global healthcare information into consumer-focused digital products. PBB's consumer database allows patients to research and connect with healthcare providers worldwide; it offers searchable information on top country destinations, leading facilities and specialty centers, medical-travel-friendly specialties and procedures, selected health travel facilitators, and patient stories. Visit patientsbeyondborders.com.

Patient referral service. Call us and we will help match you with a provider or facility that can meet your needs. We can fit your preferences for costs, location, specialty, treatment, and more. Visit patientsbeyondborders.com for more information or call 1 800 883.5740 (US toll-free), +1 919 924.0636 (international).

TravelEmergency. The TravelEmergency® mobile application allows users to access emergency health resources in top tourist destinations. Application resources include destination-specific emergency numbers, listings for top medical facilities (with emergency contact information), a phrase-finder with common phrases translated into ten languages, and an emergency alert feature for friends and family. Learn more at patientsbeyondborders.com/travel-emergency. ■

Currency Converter

xe.com. To learn quickly how much your money is worth in your country of interest, go to xe.com and use the “Universal Currency Converter.” The site also provides services for money transfers and foreign payments. There is even a mobile app for real-time currency rates for the iPhone, BlackBerry, Android, and other smartphones. The UAE’s currency is the Arab Emirates Dirham (AED), long pegged to the US dollar at 3.67 AED.

International Hospital Accreditation

Joint Commission International. Mentioned frequently throughout this book, the Joint Commission International (JCI) remains the only official, accurate source for international hospital accreditation. For a current list of accredited hospitals by country, go to jointcommissioninternational.org.

International Calls

Country Calling Codes. Quickly find dialing codes from anywhere to anywhere. There is even a reverse directory that tells you the country if all you know is the code. Visit countrycallingcodes.com.

Skype. Get Skype on your laptop from skype.com and start talking face-to-face with other Skype users. One-to-one video calls and instant messaging are free. Skype also offers excellent rates on long-distance mobile-phone calling, and a small monthly fee covers group video calls. There is a mobile application, too (see below).

Mobile Applications

Google Translate. This free reference application translates words and phrases between more than 50 languages. For most languages, you can speak your phrases and hear the corresponding translations.

Skype. Call, video call, and instant message any other Skype user.

Google Maps. Get driving, transit, biking, or walking directions in a list or on a map. Search for businesses—even find out where your friends are. Most features work with any smartphone.

OnTheFly. This mobile application from ITA allows you to compare air travel options across airlines, dates, and alternate cities and airports. It finds available flights with optimal fares and works with any smartphone.

TripIt. TripIt’s free applications keep your itineraries at the ready on your smartphone. They let you instantly access all the information you might need on the road, even when you cannot connect to the internet.

TripAdvisor. This free app lets you browse millions of your fellow travelers’ reviews and opinions of hotels, restaurants, attractions, and more.

Medical Information

MedlinePlus. This US-government-sponsored website brings together a wealth of information from sources such as the National Library of Medicine (the world’s largest medical library), the National Institutes of Health, *Merriam-Webster’s Medical Dictionary*, and the *United States Pharmacopeia*. Go to medlineplus.gov and choose “Health Topics,” “Drugs and Supplements,” or “Videos and Cool Tools.” Sign up for email alerts or download the mobile version.

Mayo Clinic Health Information. At mayoclinic.com/health-information, more than 3,300 physicians, scientists, and researchers from the Mayo Clinic share their expertise to empower consumers and help patients manage their health. Users can search by symptoms, diseases and conditions, drugs, supplements, tests, procedures, and much more.

WebMD. The award-winning site webmd.com offers credible and in-depth medical news, features, reference material, and online community programs. Search alphabetically or by categories including drugs, supplements, conditions, and parenting. There are even sections on pet health and teen health.

Medical Travel Resources

The International Medical Travel Journal (IMTJ). This is the world's leading journal for the medical travel industry. While geared more toward industry professionals than consumers, it does provide a free download guide for patients at imtjonline.com. There is a free email newsletter, too, and a comprehensive directory of medical tourism companies, agencies, hospitals, clinics, doctors, and dentists who specialize in treating international patients.

Medical Travel Today. This free newsletter of the medical tourism industry reports trends, deals, new business, competition, medical advances, legal issues, and the advancement of care for the rapidly growing ranks of medical travelers. It is published twice monthly and emailed to subscribers. Sign up at medicaltraveltoday.com.

International Society of Travel Medicine. If you are looking for information about immunizations, infectious diseases, or other aspects of medical travel, check out the website of the International Society of Travel Medicine (ISTM), istm.org. This organization (headquartered in Decatur, Georgia, US) seeks to promote safe and healthy travel and to facilitate education, service, and research activities in the field of travel medicine. Most useful to the global patient is the society's searchable database of health travel practitioners.

Medeguide. This online doctor-finder service profiles hundreds of international physicians, primarily those working in affiliation with large internationally accredited hospitals. Medeguide's information is provided by the doctors themselves or by the hospitals where they work. Patients can search for doctors by country, hospital, specialty, procedure, or condition. Learn more at medeguide.com.

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ABOUT THE AUTHOR

As president of Healthy Travel Media and author of *Patients Beyond Borders*, **Josef Woodman** has spent more than five years touring 150 medical facilities in 30 countries, researching international healthcare travel. Cofounder of MyDailyHealth and Ventana Communications, Woodman's pioneering background in health, publishing, and web technology has allowed him to compile a wealth of information about global health travel, telemedicine, and consumer-directed healthcare demand.

Woodman has lectured at the UCLA School of Public Health, Harvard Medical School, and Duke Fuqua School of Business, and has chaired and keynoted conferences on medical tourism and global healthcare in 14 countries. He has appeared in numerous print and broadcast media, including CNN, ABC News, Fox News, *The New York Times*, *Barron's*, *The Wall Street Journal*, and more. Woodman is an outspoken advocate of affordable, high-quality medical care for healthcare consumers worldwide.

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