

Policy: **Health Services**

Code: **06ST21**

Reviewed/ Revised: **28/04/2023**

Date of Next Review: **February 2024**

Policy Owner: **Director of Operations**

Target audience: **All Students and Visitors to EAHM**

PURPOSE:

This policy explains the Medical and Dental Support that is available for students and visitors to EAHM.

SCOPE:

This policy is applicable to all students and visitors to EAHM.

DEFINITIONS:

N/A

POLICY STATEMENT:

EAHM is not a medical provider but maintains lists of appropriate medical practitioners that students can choose to use. EAHM can also guide students who are under an EAHM residency visa to registered vendors to acquire basic health insurance.

During EAHM operating hours students who require Paramedic support will be driven to the nearest clinic in EAHM company car to acquire medical assistance, during non-operating hours and in case of an emergency VIP Doctors or the Ambulance will be contacted to do house visit to the student in their accommodation.

RESPONSIBILITY:

The Director of Operations is responsible for updating this policy and for providing any health and safety relevant training and equipment alongside Jumeirah Groups security team.

IMPLEMENTATION OF THE POLICY:

All students are required by UAE law to have medical insurance cover and a copy of the policy (in English) must be placed in the student file and submitted to the Academic Services and Registry Office along with relevant identification documents. The students should always ensure that they have their Emirates ID, Passport & UAE visa (or entry permit) available to them along with their insurance card or copy of policy. Students should contact the EAHM Student Services Centre (Registry team) to update their contact details and their insurance related information as required. The Registry team can also provide the list of hospitals/clinics included in the EAHM/Orient Insurance network (if students have opted to choose this plan).

All students have an obligation to report all accidents or illnesses to EAHM Security at the earliest opportunity (call 222 from any landline; 04-3480955 security office; or security duty mobile +971 58 1002459). If a student is in class and is not feeling well or is aware that another student has fallen sick or is under distress, he/she must inform their faculty member and/or EAHM Student Services Centre immediately and/or contact EAHM Security.

Students who are aware that a fellow student has been involved in an accident or is ill and unable to attend, should likewise report the incident at the first opportunity to EAHM Student Services Centre immediately and contact EAHM Security who will contact the Director of Operations or Dean accordingly.

The EAHM Security Office will contact paramedics from any of the nearby Jumeirah hotels who are on stand-by 24/7 or the relevant authorities for further medical support. The Director of Operations, Dean, Head of Academic Services and Registry and/or assigned staff member will liaise with the relevant guardians and/or visa sponsors if required. All departments have First Aid supplies and there are several First Aid trained staff members on-campus. The Director of Operations and his/her team along with Security maintain a supply of required security equipment in various locations around campus, which is inspected on a regular basis by relevant authorities and external vendors.

See the EAHM Health and Safety Handbook for detailed information about the most common medical or emergency situations and the procedures that follow (available on Moodle). Students should contact the Director of Operations directly if they have any specific questions in regard to the security procedures on campus. The Arrival Guide will also provide a summary of medical related information for students upon arrival at EAHM.

A Health and Safety presentation and Fire Drill is conducted by the Director of Operations and his/her team during every orientation week.

All dental work in the UAE is provided by private practice and must be paid for by the student at the time of treatment.

ASSOCIATED DOCUMENTS:

- Health & Safety Handbook
- Student Handbook
- Student Contract
- 06ST19 Student Rights and Responsibilities
- Arrival Guide

MENTIONS:

N/A

DATE OF NEXT REVIEW:

This document should be reviewed by **February 2024**.

POLICY APPROVALS RECORD

Policy Name: **Health Services**

Policy Code: **06ST21** Formerly: EA/ADM/004

Date of first approval: **09/2013**

Reviewed/ Updated	Details of Amendment
25.02.2022	Reviewed and Updated
28.04.2023	Reviewed