

EXCELLENCE MEDICAL SERVICES

MESSAGE FROM EXCELLENCE MEDICAL SERVICES TEAM

Welcome to **Excellence Medical Services**. We have created this booklet to serve the health information needs for you, your family and your employees and to highlight recent advancements in patient care.

At Excellence Medical services, we always strive and try to be and remain as the leader in what we do, and we commit to delivering professional care across the healthcare continuum in order to improve the quality of life of our patients and their families.

We are proud to offer the multiple healthcare services of clinical and organizational expertise and services required to provide you with the highest quality of in-house clinic, medical home care within Excellence Medical services continuously in Abu Dhabi (UAE). The quality of our services is monitored by our quality control team to be sure that we are providing the best services to our patients.

We have strong and long-standing relationships with medical facilities such as Zayed Military hospital and the largest medical centers to provide high standard of home health services, especially related to chronic disease management.

We hope the information provided in this booklet will enhance your experience with Excellence Medical Services.

If you do not find the information you are looking for, please visit www.ems-uae.com or call our office directly. We thank you for your support and it is our sincere pleasure to serve you.

Warmest regards,

CONTENTS

| | Page No |
|---|---------|
| About Us | 3 |
| Our Vision, Mission and Values | 4 |
| Why Excellence Medical Services | 5 |
| Our Services | 6 |
| Corporate Care | 7 |
| Home care models and options | 8 |
| Post-Operative and Post-hospital discharge care | 8 |
| Mother and Baby Care | 10 |
| Senior Care | 11 |
| Palliative Care | 12 |
| Disease Management | 13 |
| Physiotherapy at Home | 14 |
| Infusion at Home | 15 |
| Nutrition Services | 16 |
| Patients Escort and Transportation | 17 |



ABOUT US

Excellence Medical Services was established in 2017 as a **National medical establishment** based in Al Ain (Abu Dhabi) with spread of medical services to meet the need of the market. At Excellence Medical Services, we understand that patients recover better and faster, and enjoy a more positive outlook on health when treated in the comfort and supportive setting of their home. Also, we believe that to provide medical services in the same location where the patients are working it is much better, faster and keep the industry production well. This is why our mission is to transform **home/corporate healthcare** by providing a wide range of high quality medical services with full equipment and multidisciplinary care and healthcare services to our patients in the comfort of their home or work.

Excellence Medical Services places highly trained with strong experience, accredited physicians, physiotherapists, nutrition's and professional nurses to provide the best care. Our staff worked in big hospitals, huge companies and they are well trained. They can provide support for emergency patients and patients with chronic conditions, for example diabetes, mothers and newborns , patient's recovering from an operation, families caring for an elderly loved one or temporary help in circumstances when families need it.





OUR VISION

Our vision is to be **one of the best** and preferred **home/corporate healthcare provider** in the United Arab Emirates and GCC.



OUR MISSION

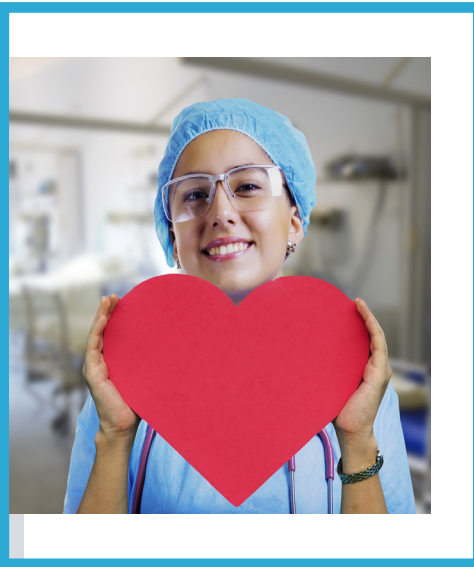
To achieve excellence in providing Health Care, we will:
Care for life with passion and sincerest dedication. Provide compassionate and **quality staff** and services to people. Treat each client **fairly, equally and politely**. Maintain high **quality standards** while treating our clients. Undertake our maximum effort to maintain our **client's satisfactions**.



OUR VALUES

1. **The patient first:-** the patient is our main concern to determine and fulfill his needs and expectations.
2. **Excellence:-** to provide and achieve the highest grade of excellence and quality for the services presented to our patients and clients.
3. **Respect the Patients' values and privacy:-** we commit to respecting the Patients' values and maintain confidentiality and privacy of Patients' information related to his case.
4. **Credibility,accountability and transparency:-**we maintain our credibility in practicing, accountability based on commitment to the professional ethics and transparency through our deal with the others.
5. **Continuous education:-** we commit with education development and follow up to all progress and development in the medical care field





WHY EXCELLENCE MEDICAL SERVICES

Our nurses, physiotherapists and physicians are all **highly qualified** with strong and long experience and licensed by the relevant authorities

- We are providing a wide Spector of medical services for in-house clinic (**clinic in the companies**) and for **home care** as well.
- We are working together with our partners to provide **best healthcare** and we are monitoring our staff work for best quality.
- We are highly responsive to our **patient's needs** and tailor programs specifically to their requirements and conditions.
- We can provide a **second opinion** for our patients from our local and international partners about their illness and condition.
- Our primary focus is ensuring that we provide the **highest quality** for our patients.
- We provide emergency care for the patients at their **work** and specialized care at **home** for chronic diseases including diabetes, Ischemic heart disease, postoperative patients or Chronic Obstructive Pulmonary Disease (COPD) and others.
- Our healthcare professionals are well trained to detect and prevent **patient Complications**.

OUR SERVICES

We provide **corporate care** and **home care** for pediatric and adult patients ranging from newborn to the elderly. Our staff of healthcare professionals includes physicians, physiotherapists and registered nurses who are licensed by regulating authorities. Our nurses are specifically trained in **emergency cases** in corporate clinics beside home care, Our physical therapists are specifically trained in **adult and pediatric care**. We provide skilled nurse visits tailored to individual patient needs. Our medical services include corporate care for employees and home care for Mother & Baby, Post Hospital Discharge Care, Post-Operative Care, Ventilator at Home, Infusion at Home, Wound Care, Physiotherapy at Home, **Diabetes Management**, Senior Care and Palliative Care.



CORPORATE CARE (IN-HOUSE CLINIC)

Health management is a central and very important issue in corporate life, as the **health of employees** determines and directly affect the health of the organization itself. Businesses that initiate Corporate Wellness programs by opening **in-house clinic** (corporate clinic) aren't only investing in the physical wellness, safety, and mental health of their employees, but are also taking preventive measures to create a **healthier happier workplace**. Both businesses and employees stand to gain a lot from putting employees' wellness first. By **opening corporate clinic** and starting a Corporate Wellness program, corporations are able to:

- **improve** the overall workforce productivity
- retain employees; keeping them **happy, healthy** and **productive**
- **reduce** healthcare **costs**
- reduce absenteeism and **sick leaves**

At Excellence Medical Services, we offer **effective Corporate clinic** and Wellness program for the employees' needs. We create plans and services that reducing employee sick days, **claim costs** and health premiums, while improving employee health risk profiles and **staff productivity**.

Our services in corporate clinic:

- **Build up** the clinic
- Provide all necessary medical **equipment's**.
- Provide all necessary medical **material**.
- Provide high quality and well trained **doctors and nurses** as needed.
- Provide emergency transportation (**ambulance**) or vehicle to transport the patients if needed.
- **Reporting** to the corporate management about the **health condition** of the employees.
- **Provide medical fitness screening pre-employment and post-employment**.
- Be able to provide **first aid** which is very important.
- Find out and control **infection disease** like influenza before it will spread.
- Provide very important information about **employees safety** depends on corporate area of work.



HOME CARE MODLES AND OPTIONS

Visiting Care: Excellence Medical Services high qualify physicians, nurses and physiotherapists can provide individualized, intermittent visit, nursing, rehabilitation, and support services provided **when and where needed**, for patients recovering from surgery, illness, or managing a chronic disease in the comfort of their home.

Extended Care: When patients require continuous medical care and monitoring by a licensed clinical professional, our services can be delivered covering **24-hours, 7 days a week**.

Patients recovering from operations generally require assistance during the phase leading up to their **full recovery** and return to normal life. To assist patients, our team provide professional, comprehensive, individualized, post-surgical or post-hospital care to help them recover in the comfort of their home. In both cases if the patient needs extended long care or daily short visits **our team can do it.**

Scope of Service

- **Comprehensive** patient assessment and monitoring (vital signs)
- **Medication administration** including intravenous therapy (IV), Intramuscular (IM) or orally.
- Wound care and dressing to **prevent infection** and other complications.
- **Pain management**
- **Physiotherapy** and respiratory therapy if needed
- Patient and family **education**

POST-OPERATIVE AND POST-HOSPITAL DISCHARGE CARE

Our team will also help and support in daily life activities based on patient needs, This includes

- Activities of **Daily Living**
- Medication and **pain management**
- **Tube feeding** (PEG/NG)
- Tracheostomy, catheter, Stoma and wound care
- Respiratory therapy if needed
- **Mobilization** to prevent bed ulcers



Excellence medical services offers a special healthcare services and plans for companies who work in the oil and gas industry

MOTHER & BABY CARE

Leave the hospital and going back home with a **newborn baby** is often a **challenge**, especially for mothers with the first baby. Our nurses will guide you through the **life-changing** experience of becoming a mother and growing a family.

Our experienced nurses and have specialized training and education in providing instruction and practical help in **mother and infant care**, including what to expect during the first few weeks or even months at home with a newborn. This includes (but is not limited) **breast-feeding**, taking **shower**, changing **dampers** and as sisting parents in introducing their new baby with other family members.

Scope of Service

- **Care** of new born such as feeding, bathing, nappy changing, baby settling, sleeping and helping families cope with a crying infant
- Baby **health monitoring** including growth charting and baby weighing
- Mothers' breastfeeding **support and education**
- Post-delivery wound **care**
- Psycho-social **support**
- Sibling integration and **comfort**
- Child **care** services
- **Supporting** you on returning home from hospital stay
- **Helping** you get a good night sleep
- Helping care for **multiple babies** at home
- **Smoothing** your return to work or attending to other commitments
- **Assisting** you during your nanny's leave



SENIOR CARE

The elderly enjoy a higher **quality of life** and have a more **positive outlook** on their health if they remain in the comfort and supportive setting of their home. Unfortunately if they require assistance with medication management, mobility, and daily **living requirements**, they can feel like they are becoming a burden on family and a disruption to family life. Mundane tasks can become an intrusion on their privacy and the weight of losing their independence can hasten the degeneration of their health and wellbeing. Their relationships with family become an **imposition**, and they feel deprived of the simple joys of being among family and friends.

Excellence Medical Services qualified nurses can provide **compassionate, sensitive care** for the elderly in the privacy and comfort of their home. They are carefully screened and provided with specific education to ensure they deliver the highest **quality standards** of care tailored to meet individual elderly patients' medical and social requirements and enhance their wellbeing.

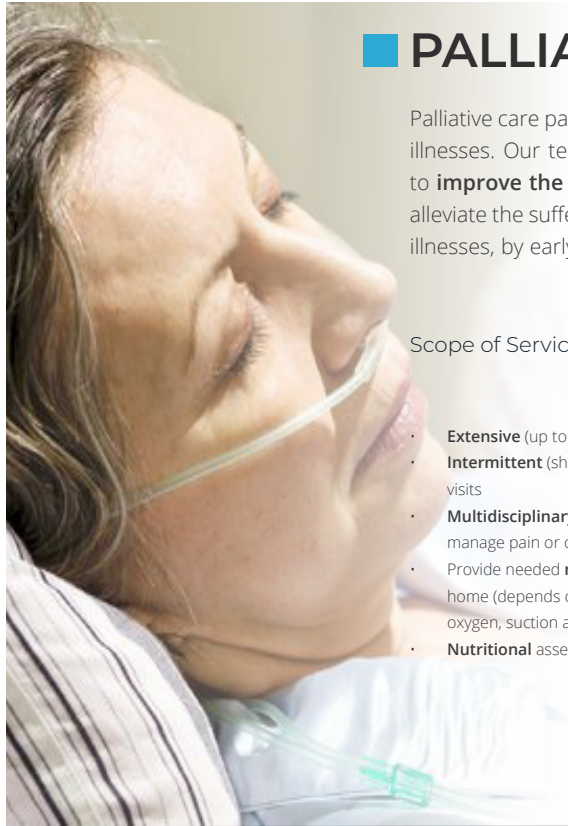


“

Our multidisciplinary team will develop an individualized age-specific plan of care based on the patients' needs including:

- *Activities of daily living (assistance with or comprehensive care)*
- *Mobilization*
- *Medication and pain management*
- *Catheter care*
- *Wound care*
- *Physiotherapy if needed*

”



■ PALLIATIVE CARE

Palliative care patients and their families require **sensitive care** throughout all stages of a life limiting illnesses. Our team can provide a targeted, integrated, and **multidisciplinary** approach designed to **improve the quality of life** of patients and families dealing with these illnesses. It aims to help alleviate the suffering and assist with some of the difficult decision making for patients with advanced illnesses, by early identification, assessment and treatment of pain and other symptoms.

Scope of Service

- **Extensive** (up to 24) nursing care hours
- **Intermittent** (short visits) nurse and other clinician visits
- **Multidisciplinary assessment** and care planning to manage pain or other symptom of the illness
- Provide needed **medical equipment** to aid care at home (depends on patients disease) for example oxygen, suction and nebulizers.
- **Nutritional** assessment and support

Patients who will benefits from this program include those with

- Cancer
- Severe heart failure, cardiomyopathies and advanced cardiac disease
- Advanced lung disease, end stage pulmonary fibrosis, advanced Chronic Obstructive Pulmonary Disease (COPD).
- Advanced neurological disorders like motor neuron disease, advanced Parkinson's disease, Progressive Supranuclear Palsy (PSP), and Multiple sclerosis (MS)
- End stage kidney or liver disease

■ DISEASE MANAGEMENT

Chronic disease is a major driver of **rising health care costs** as people with chronic conditions typically use more health care services and resources. As the prevalence & associated costs of chronic disease continue to grow, management of such conditions becomes a pressing **global concern**.

Excellence Medical Services Disease Management Programs focus efforts on improving overall health for patients with chronic disease through an **integrated care approach**.

Excellence Medical Services disease management programs help participants understand the factors that impact health status and support them in making changes toward **improved health outcomes**.

Scope of Service

- Our nurses provide health and medical information and help participants develop a plan to **self-manage** their condition
- Routine reporting/feedback to treating physician to ensure continuity of care & encourage adherence to **physician's instructions**
- **Home visits** in regular base

Excellence Medical Services goals:

- **Improved** care for individuals with chronic diseases
- **Improved** course and outcome of disease
- **Reduced** need for acute medical interventions
- **Improved** patients' quality of life
- **Reduce** hospital visits

PHYSIOTHERAPY AT HOME

Physiotherapy is very important and **vital part of recovery**. It offers effective treatment of injury, illness, or disability through movement and exercise, manual therapy and education. Physiotherapy helps **patients of all ages**, from pediatric to elderly care to maintain their health, manage pain and prevent disease. Our qualified physiotherapists help patients at home by providing **care tailored** to the individual patient's condition and needs.



Scope of Service:

- **Post-Surgery and Trauma Therapy:** Post-surgery and trauma can lead to intense pain, edema, decreased muscle endurance, cardiopulmonary endurance, and functional limitation. Our physiotherapists can help patients reduce limb edema, relieve pain and improve muscle function. They also provide functional activity training including ambulation and balance training, gait correction and assistive device support to expedite recovery and improve quality of life.
- **Sports Injury and Pain Therapy:** Our physiotherapists are well equipped to treat sports injuries and provide pain relief. Our team uses various treatment modalities techniques.
- **Movement therapy:** To reduce pain, our physiotherapists will train specific muscles, stretch tight soft tissues based on a specially designed exercise program to help patients regain correct posture and return to normal activities.
- **Post-Stroke and Neurological Disease Therapy:** People suffering from stroke or other neurological conditions need complicated and precise neuro-musculoskeletal control to accomplish daily activities such as walking, bathing, and housekeeping. Our physiotherapists can use various facilitation techniques and therapeutic exercises to enhance motor performance, motor learning and motor control ability.
For infants, our physiotherapists evaluate overall developmental status, including muscle tone, primitive reflex, stimulation response, and developmental milestones. They can provide massage and teach parents how to care for the preterm infant in a comfortable and safe environment.
- **Lower Back and Neck Pain Therapy:** To reduce back pain, our physiotherapists apply different therapy modalities such as heat application, ice packs, electrical stimulation, exercises, and stretching to increase function and strength. They can also provide education about correct body mechanics and prescribe a customized home exercise program to prevent future back pain.

INFUSION AT HOME

Excellence Medical Services **home infusion therapy** services harnesses technological advances to deliver infusion therapies administered by our skilled nurses and physicians **in patient's homes**. This comprehensive, home therapy service provides patients with a **safe, effective** and cost-effective alternative to inpatient treatment and helps them resume their **normal lifestyle** and **work activities** while recovering from illness.

Conditions commonly requiring infusion therapy which may be provided by Excellence Medical Services include **infections** that do not respond to oral antibiotics, cancer and cancer-related **pain management**, dehydration and gastrointestinal diseases/ disorders that prevent normal functioning of the gastrointestinal system, congestive heart failure, Crohn's Disease, hemophilia, immune deficiencies, multiple sclerosis, osteoporosis and rheumatoid arthritis, urinary tract infections, **pneumonia**, and **sinusitis**.

Scope of Service

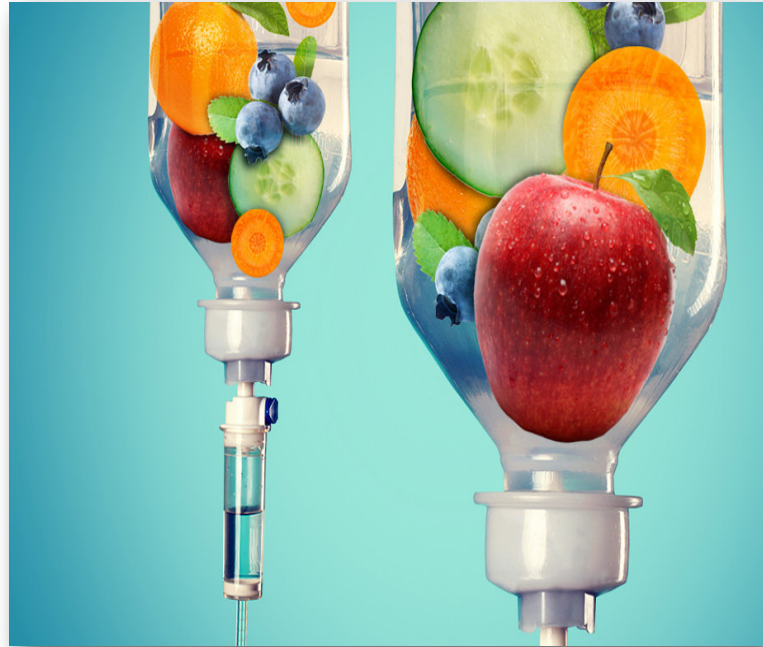
- *Antibiotic Therapy*
- *Total Parenteral Nutrition (TPN)*
- *Pain Management*
- *Hydration Therapy*



NUTRITION SERVICES

At Excellence Medical services, we recognize the **importance of nutrition** in managing home care patients. Excellence medical services has a dedicated team of registered dietitians on hand to consult with our home health staff and pharmacists and educate them about the unique **nutritional needs** of home health patients. In addition, we also offer support to family members whose loved ones are transitioning from oral nutrition to tube feeding, or from **tube feeding back to oral nutrition**. All of our registered dietitians are available **24 hours** a day, **7 days** a week, to answer patients' or family members' questions or alleviate any concerns.

We also provide support to our **diabetic patients** by offering an assortment of diabetic testing supplies. No matter what nutrition method they employ, we are committed to **helping our patients** receive the sustenance their bodies need in the manner that best suits their lifestyle.



PATIENTS ESCORT AND TRANSPORTATION

Excellence Medical Services can provide emergency transportation (**ambulance**) and vehicles for patients to transport them to hospitals and medical centers to do their procedures and get them back home. We believe that a lot of people are **so busy** and **no time** to take patient to hospital, **let us do this** for you and our team will stay in the hospital with the patient till the procedures finished and take him home. Our team also will remind you about the date and the time of the **next procedure**.

All our transportation done under supervision of our high qualify nurses and doctors as needed

AMBULANCE SERVICES

Excellence medical services provides professional ambulance service to address the emergency preparedness requirements for our clients. We have different kinds of ambulances along with the team of paramedics as per DOH standards that can meet your company requirements for your emergency needs.

Basic Life Support (BLS) Ambulance:

Ambulance that are equipped with all medical equipment and consumables required by (DOH) HAAD standards including registered nurse holding (BLS) training.

Advanced Life Support (ALS) Ambulance:

Ambulances that have additional advanced equipment and well-trained paramedic holding advanced and specialized training to serve and accommodate critical cases.





اكسيلانس للخدمات الطبية

EXCELLENCE MEDICAL SERVICES



UAE
Abu Dhabi



Telephone:
03-7622424



E-mail:
info@ems-uae.com



Web:
www.ems-uae.com