

Emergency

About the Service

This service enables patients of all age groups of the community to access emergency health services in accordance with approved international standards (ESI) 24 hours/7 days per week.

Service Process

- Registration at ER reception
- Classification of the case in the evaluation room and prioritization
- Clinical examination by an emergency doctor
- Direct treatment or referral, depending on the case

Required Documents

- Valid copy of patient's Emirates ID card
- Valid Health Card
- In the absence of the above, a copy of a valid passport is required

Conditions & Requirements

1. All emergency cases are accepted and served based on the approved triage system, in order of priority

Service completion duration

- 4 hours

Service Fees

Service fees are based on the classification of the case treated by the medical team:

Levels 1 to 2: Free and in the case of presence of a valid health insurance, service fees are applied according to the service pricing guide for non-citizens

Levels 3- 4 to 5: Service charges are applied as per the approved fees.

Service channels

Service Delivery Centers

Service locations

- Emirate of Dubai: Kuwait Hospital, Dubai, Al Amal Psychiatric Hospital
- Emirate of Sharjah: Al Qasimi Hospital, Al Qassimi Hospital for Women and Children, Kuwait Hospital- Sharjah, Khorfakkan Hospital, Al Dhaid Hospital, Kalba Hospital.
- Emirate of UAQ: Umm Al Quwain Hospital
- Emirate of Fujairah: Fujairah Hospital, Dibba Hospital, Fujairah, Masafi Hospital
- Emirate of RAK: Saqr Hospital, Shaam Hospital, Ibrahim Bin Hamad Obaidullah Hospital, Abdullah Bin Omran Obstetrics and Gynecology Hospital

Support

info@ehs.gov.ae

Target audience

- Patients (of all ages)

Department name

Hospitals Department

Sector name

Clinical Services Sector

Main Service

Specialized Clinics Services

Service Code

400-21-001-000

Service Type

Social

Sub Service Type

Variation

Service Classification

Good Health And Well-Being