



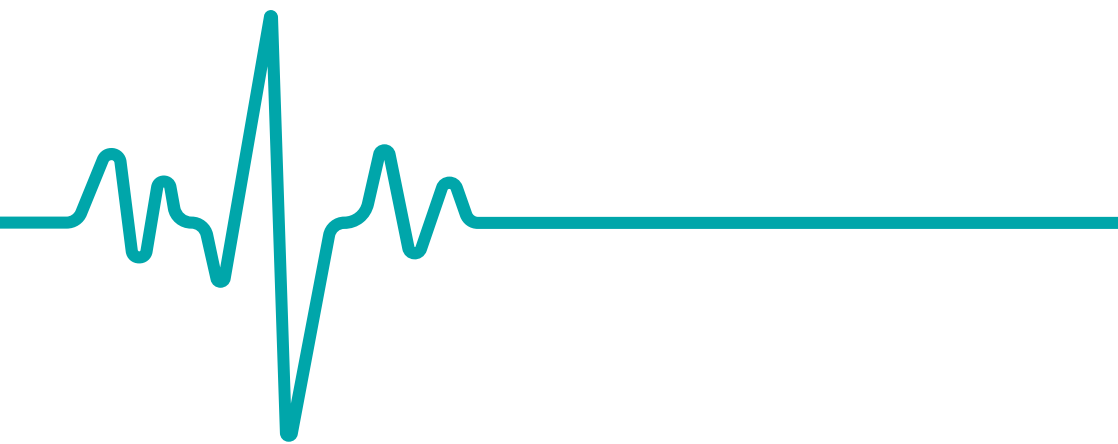
CAMPUS AND
COMMUNITY

KAUSTHealth
Live well. Be well.

Welcome to KAUST Health

LIVE WELL. BE WELL.





WELCOME TO KAUST HEALTH

LIVE WELL. BE WELL.

Health and Wellness in the Heart of the Community

Driven by our desire to support overall community health and wellbeing, KAUST Health clinic offers a broad range of services that focus on a holistic approach to prevention, treatment, and follow-up for our patients.

Partnership

Together with our partner, International Medical Center (IMC), KAUST Health offers a range of services delivered by our competent and compassionate team of healthcare professionals.

We collaborate with The First Clinic, offering medical facilities managed by professional and caring staff.

Accreditation

KAUST Health has successfully gained Joint Commission International Accreditation (JCI) since 2016



KAUST Health has successfully gained Baby-Friendly Accreditation from the Saudi Ministry of Health, WHO, and UNICEF since 2018.



CLINIC HOURS

Clinic

Sunday through Thursday
8:00 a.m. to 5:00 p.m.

Emergency & Pharmacy

All weekdays
24 hours

Our Specialty clinics are usually available once a week, check out the patient portal or contact the call center for more information.

Occasionally, KAUST Health opens a Saturday clinic with changing availability of doctors throughout the month as per noticed demand. The call center can provide more information when this is running.

MEDICAL SERVICES

Routine Services

The following routine services are available daily at KAUST Health:

- Family medicine
- General dentistry
- Obstetrics and Gynecology
- Pediatrics
- Physiotherapy
- Laboratory
- Radiology
- Pharmacy

Specialty Services

KAUST Health currently provides the following specialty clinics.

- Sports medicine
- Dental surgery
- Pediatric dentistry
- Orthodontics
- Psychology
- Psychiatry
- Dietitian
- Speech therapy
- ENT (Ear, Nose, Throat)
- Audiology
- Optometrist
- Ophthalmology
- Cardiology
- Dermatology
- Orthopedic
- Chiropractor
- Endocrinology
- Occupational Therapy

Booking or Cancelling appointments

To book or cancel an appointment, please follow one of the below options

- Online: MY IMC application (IOS OR Google Ply)
- Patient Portal: patientportal.imc.med.sa
- Call Center: Dial 940 from landline or 012 808 0940 from mobile
- In-person: with any receptionist in the clinic

Emergency Services

Our emergency services include a well-equipped Emergency department staffed by trained medical professionals, providing immediate triage and prioritizing critical cases.

The emergency ambulance service is available for both on-campus / residential emergencies and emergency transfers to Jeddah hospitals.

For emergency, please call 911 from landline, or 012 8080911 from mobile.

Pharmacy

KAUST Health maintains a pharmacy for prescription medications. Prescribed medications from IMC or The First clinic can also be delivered to KAUST Health when needed.

Medications for chronic diseases can be easily refilled by submitting a request through the linked form. This service is only for regular medications that have previously been prescribed by your doctor at KAUST Health.



Medications Refill
form



Medical Records consent
form



Apple App Store



Google Play Store



Radiology services

We have on-site radiology services including general X-Ray, Mammogram, Ultrasound, and CT scan. MRI scan is available in both IMC and The First Clinic, if needed as per doctor's order. The main reception can help to arrange it with the KAUST Liaison Office.

Laboratory Services

Our on-site laboratory provides a wide range of laboratory procedure testing. The lab is committed to accuracy and efficiency in providing the results for each patient.

Medical Records

Most of the health records and lab results are available through our patient portal or My IMC app. If you do not find the records you need there, you may request them by completing the Medical Records consent form.

Family and Child Support Center (FCSC)

The Family and Child Support Center (FCSC) provides evidence-based therapeutic interventions and comprehensive support for children and adolescents aged 18 months to 18 years who require additional developmental, behavioral, educational, or therapeutic support.

The Center supports neurodiverse individuals who benefit from early intervention and additional assistance in developing their communication, social, emotional, behavioral, adaptive, or functional skills. The vision is to help each individual build greater independence, strengthen their abilities, and participate more fully in everyday life.



SCHOOL HEALTH OFFICES

KAUST Health supports The KAUST School by operating the Health Office in each school building. It is staffed by a team of nurses registered by the Saudi Health Council who work closely with both school staff and the wider clinical team at KAUST Health to provide quality care to TKS students.

The primary role of the Health Office is to provide care for students who become ill or injured during the school day but they also support health promotion and wellbeing initiatives including an annual screening program.

The nurses also maintain confidential school health records, immunization records, and develop care plans for TKS students with complex health needs and respond to medical emergencies.

School Health Staff and Contact Details:

Lower Elementary West Health Office (G1-G2)

- Phone: 808-6312
- E-mail:

kg.nurse1@thekaustschool.org

Upper Elementary School Health Office (G3-5)

- Phone: 808-6412 , 808-6414
- Email:

elementary.nurse1@thekaustschool.org

elementary.nurse2@thekaustschool.org

Senior School Nurse

- Phone: 808-6712
- E-mail:

Health.coordinator@thekaustschool.org

Lower Elementary East Health Office (PK -KG)

- Phone: 808-6212
- E-mail:

kg.nurse2@thekaustschool.org

Middle Et High School Health Office (G6-12)

- Phone: 808-6812
- E-mail:

secondary.nurse1@thekaustschool.org



Health Promotion

We host regular health promotion programs, wellness activities and events to support overall community well-being. Check the KAUST Central App, The LENS for regular health promotion updates.

Referral Support

Our Customer Service Officers at the KAUST Health reception can assist you with submitting requests for specialty services available in Jeddah. The relevant service representative will then contact you to arrange the appointment or coordinate the required service.

You may also contact the representatives directly using the phone numbers provided in the Patient Relations section below.

For medical bus schedules and bookings, please visit the KAUST Transportation Services website. KAUST provides transportation services to the following hospitals and medical centers:

- Dr. Sulaiman Al Habib Hospital
- Al Salamah Hospital
- Dr. Samir Abbas Hospital
- King's College Hospital
- Dr. Soliman Fakeeh Hospital

PATIENT RELATIONS

Patient Relations at KAUST Health

We are here to help patients with inquiries and guidance. We value your feedback and strive to improve in providing seamless healthcare experience. Share your feedback and concerns at:

 patient-relations@kaust.edu.sa
 012 808-4119.



Patient Liaison Assistance

The Patient Liaison Team is dedicated to supporting KAUST community members during their visits to IMC and The First Clinic in Jeddah. Our team is available to assist with navigating services, appointments, and other patient-related needs.

Our representatives are located at:

Service Provider Details	IMC Main hospital	First Clinic
Location	Ground floor, section 2	First floor, main reception
Office Days	Sunday to Thursday	Sunday to Thursday
Office Hours	9:00 a.m. to 9:00 p.m.	10:00 a.m. to 7:00 p.m.
	Closed on Friday and Saturday	
Contact Number	515315943	558147009
Email Address	Email: kaust-plo@imc.med.sa	

FEES POLICY

No-Show and Late-Show Fees

If you are unable to attend a scheduled appointment, please cancel it through the My IMC App, Patient Portal, or by contacting the Call Center. Cancellations can be made up until the scheduled appointment time. Canceling in advance allows other patients to benefit from the available appointment slot.

An amount of 200 SAR will be charged for any missed appointment, or if arrival time exceeds 9 minutes. Payment can be done at any reception.

HR SERVICES

Bupa Health Insurance

KAUST employees and students have access to national or international insurance plans through Bupa Arabia and Bupa International. A Bupa staff member is available at KAUST Health to assist with insurance and claims.

Office Days/Hours	Monday to Wednesday	10:00 a.m. to 3:00 p.m.
Contact Days/Hours	Sunday to Thursday	08:00 a.m. to 5:00 p.m.
Contact Information	kaust.health@bupa.com.sa	555126983
24-hour phone	8002440307	 Bupa.com.sa

Tebtom program

For more information about Tebtom program offered by Bupa please scan the QR code.



Student Counseling Services (SCS)

Student Counseling Services aim to improve academic and personal well-being for graduate students and their dependents.



Employee Assistance Program (EAP)

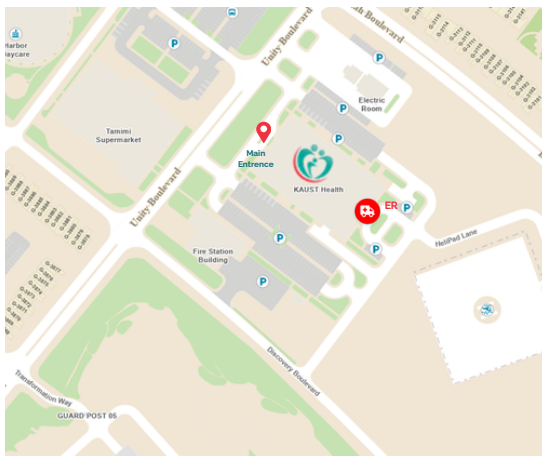
One of the benefits of working at KAUST is the accessibility to an Employee Well-being Program.



WE ARE HERE

Few steps from Tamimi Supermarket, and in between The Gas station and Fire station.

Bus Stop: KAUST Health KH Clinic, main entrance



Scan for direct google map location



KAUST Health Clinic, King Abdullah University of Science and Technology 23955



CONTACT US

Booking/Cancelling Appointments	012 808 0940	patientportal.imc.med.sa
KAUST Health Patient Relations	012 808 4119	patient-relations@kaust.edu.sa
Patient Liaison Assistance IMC main hospital	515315943	kaust-plo@imc.med.sa
Patient Liaison Assistance The First Clinic	558147009	kaust-plo@imc.med.sa
KAUST Bupa Health Insurance	555126983	kaust.health@bupa.com.sa
KAUST Emergency 911	012-808-0911	

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Be Well

