

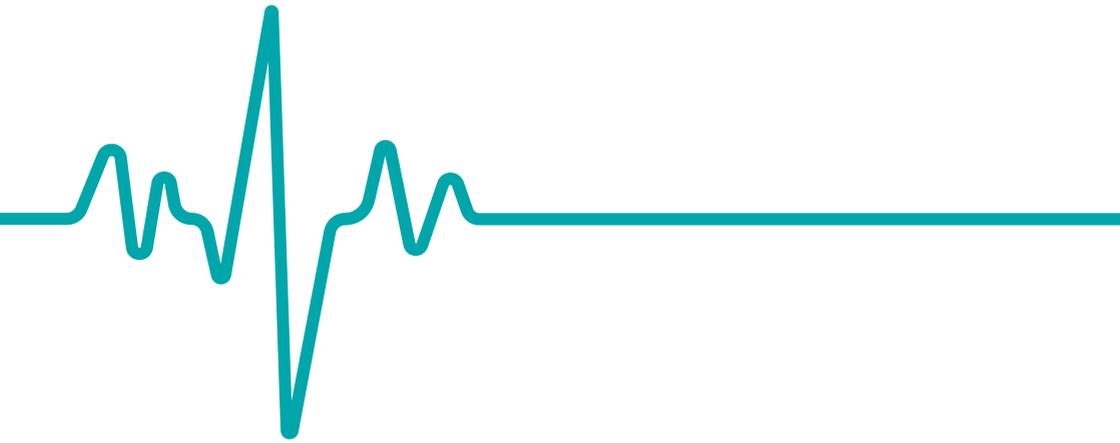


**KAUSTHealth**  
Live well. Be well.

# 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

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

## — Emergency

24 hours a day, 365 days  
per year.

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
- Gastroenterology

## — Booking or Cancelling appointments

You can book or cancel an appointment online, by phone, or in-person.

- Online: MY IMC application, or through the patient portal (patientportal.imc.med.sa)
- Phone: call 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



## 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 put a request by completing the linked consent form. You may visit the medical records office at KAUST Health anytime during working hours.

## Family and Child Support Center (FCSC)

The Family and Child Support Center (FCSC) is a service based in KAUST that supports children and young people aged 18 months to 18 years who have additional needs.

The center supports neurodiverse children who need further support to develop their language, academic, social, emotional or behavioral skills. For further details and how to register, scan the QR code.



Patient Portal



Medical Records consent form



FCSC Website



# 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.

## School Health Staff and Contact Details:

### KG West Health Office

- Phone: 808-6312
- E-mail: [kg.nurse1@thekaustschool.org](mailto:kg.nurse1@thekaustschool.org)

### KG East Health Office

- Phone: 808-6212
- E-mail: [kg.nurse2@thekaustschool.org](mailto:kg.nurse2@thekaustschool.org)

### Elementary School Nurse (G1-5)

- Phone: 808-6412 , 808-6414
- Email: [elementary.nurse1@thekaustschool.org](mailto:elementary.nurse1@thekaustschool.org)  
[elementary.nurse2@thekaustschool.org](mailto:elementary.nurse2@thekaustschool.org)

### Middle and High School Nurse (G6-12)

- Phone: 808-6812
- E-mail: [secondary.nurse1@thekaustschool.org](mailto:secondary.nurse1@thekaustschool.org)

### School Health Office Lead

- Phone: 808-6712
- E-mail: [Health.coordinator@thekaustschool.org](mailto:Health.coordinator@thekaustschool.org)



## — Health Promotion

We host regular health promotion programs, wellness activities and events to support overall community well-being. Check the KAUST Health website, news and events section for regular health promotion updates.

## — Referral Support

Our Customer Service Officers at the reception in KAUST Health, can help with taking your requests to specialty services available in Jeddah. The representative there will call you to arrange the appointment, or the service needed. You may also call them directly on the numbers mentioned in patient relations section later.

For timings and bookings of the medical busses, please visit the KAUST transportation services website.

# 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:

- Email: [patient-relations@kaust.edu.sa](mailto:patient-relations@kaust.edu.sa)
- Phone: 012 808-4119.



Patient satisfaction form



## — Patient Liaison Assistance

The patient liaison team is dedicated to assist KAUST community members when visiting IMC and The First Clinic in Jeddah.

Our representatives are located at:

- IMC main hospital – ground floor – section 2.
- Hours: 9:00 a.m. to 9:00 p.m. (Closed on Friday and Saturday).
- Contact: 0515315943.
- Email: [kaust-plo@imc.med.sa](mailto:kaust-plo@imc.med.sa)
- The First Clinic– first floor– main reception.
- Hours: Sunday to Thursday – 10:00 a.m. to 7:00 p.m. (Closed on Friday and Saturday).
- Contact: 0558147009
- Email: [kaust-plo@imc.med.sa](mailto:kaust-plo@imc.med.sa)

## FEES POLICY

### — Administration Fees

KAUST Health charges 35 SAR per visit, this helps contribute to administration costs and ensure the sustainability of our services. The fee is not charged for follow-up appointments that happen within 14 days with the same doctor.

Payment is collected up-front at any reception in the clinic.

### — No-Show and Late-Show Fees

If you are unable to attend a scheduled appointment, please cancel as soon as possible. Cancellation is accepted until the last minute prior to appointment time. This allows other patients to use the 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 hours: Sunday to Wednesday, 11:00 a.m. to 5:00 p.m.
- Contact hours: Sunday to Thursday, 09:00 a.m. to 5:00 p.m.
- Email: [kaust.health@bupa.com.sa](mailto:kaust.health@bupa.com.sa)
- Mobile: 0544605495
- 24-hour phone: 8002440307
- Website: [Bupa.com.sa](http://Bupa.com.sa) / Application: Bupa Arabia

### Employee Assistance Program (EAP)

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

The code: KAUSTXICAS



### Student Counseling Services:

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



### Tebtom program

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



### KAUST Health booklet:

For a latest version of this booklet, please scan QR code.

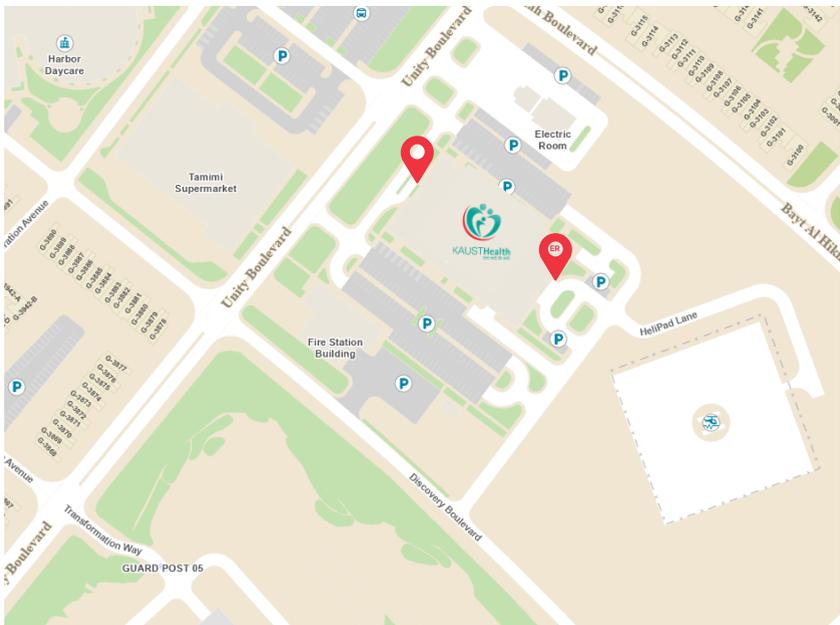




## We are Here

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

Bus Stop: KAUST Health KH (Clinic).



# CONTACT US



Clinic: 012-808-0940  
Emergency Department: 012-808-4444  
For Emergency dial:  
012-808-0911 form Mobile  
911 from KAUST landline



<https://kh.kaust.edu.sa>  
[Patient-Relations@KAUST.edu.sa](mailto:Patient-Relations@KAUST.edu.sa)



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



## CONTACTS NUMBERS

### Booking or Cancelling appointments

- Contact: call 940 from landline or 012 808 0940 from mobile

### Patient Relations at KAUST Health

- Contact: 012 808-4119.

### Emergency Department:

- Contact: 012-808-4444
- Emergency dial:012-808-0911 form Mobile 911 from KAUST landline

### Patient Liaison Assistance

#### IMC main hospital

- Contact: 0515315943.

#### The First Clinic

- Contact: 0558147009

#### Bupa Health Insurance

- Contact: 0544605495

## EMAILS

### Booking or Cancelling appointments

- [patientportal.imc.med.sa](mailto:patientportal.imc.med.sa)

### Patient Relations at KAUST Health

- [patient-relations@kaust.edu.sa](mailto:patient-relations@kaust.edu.sa)

### Patient Liaison Assistance

- IMC main: [hospital.kaust-plo@imc.med.sa](mailto:hospital.kaust-plo@imc.med.sa)

- The First Clinic: Email: [kaust-plo@imc.med.sa](mailto:kaust-plo@imc.med.sa)

### Bupa Health Insurance

- [kaust.health@bupa.com.sa](mailto:kaust.health@bupa.com.sa)

## FORMS-APPS

### Patient Portal



FCSC  
Website

### Medications Refill form



Employee Assistance  
Program (EAP)

### Medical Records consent form



Student Counseling  
Services:

### Tebtom program



Patient satisfaction  
form

### KAUST Health booklet:









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