



## 3 Prequalification of Health Facility Design Consultants

### 3.1 The Prequalification Process

#### 3.1.1 What is “Prequalification” and what is its Purpose

The prequalification of Health Facility Design Consultants (HFDC) is a further initiative by the DHA Health Regulation Sector to ensure new Health Facilities within Dubai are designed to the appropriate standards by competent HFDC. Furthermore, they will give the Dubai Health Authority confidence that the design outcome will be in line with the expected Standards and Guidelines which subsequently will reduce the processing time of the Health Facility Approval Process.

A Prequalified HFDC will be permitted to participate in the development of Health Facilities and is therefore automatically permitted to lodge Schematic and Detailed Design Submissions to the Dubai Health Authority as part of the Health Facility Approval Process described above.

The prequalification is category-based representing the level of skill and specialization in health facilities. DHA, at its sole discretion may delegate certain tasks such as plan reviews or inspections to these pre-qualified consultants. However, such consultants must not have any involvement in the subject project and present no conflict of interest. This is another initiative to speed up and streamline the process of approval of health facilities by competent professionals.

#### 3.1.2 Definition of the Health Facility Design Consultant

HFDC is defined as a company with experienced individuals in the Healthcare Sector. An Individual (Freelancer) such as a General Practice Architect or Engineer will not be eligible for Prequalification unless associate with HFDC .

In the assessment of prequalification, the following requirements will apply:

- HFDC may apply for prequalification if they have the necessary experience in the Healthcare Sector
- Companies may form a consortium to combine the skills of different entities for the purpose of designing Health Facilities. A consortium may act as a Health Facility Design Consultant provided the different entities are Prequalified by DHA. Companies are allowed to propose new entities whom they intend to form a consortium with, however, Companies will be required to follow the Prequalification procedure for each new entity proposed.
- The DHA may prequalify only legally recognized entities. Should a consortium or Joint Venture (JV) form a legal entity recognized in Dubai, it may apply for prequalification as a separate entity
- A consortium or JV may carry out Health Facility Design work, however, in the context of the Dubai Health Authority applications requiring prequalified consultants, only those portions of the Consortia or JV's which are prequalified will be recognized



A HFDC may be prequalified in the following disciplines:

- Healthcare Architecture (sometimes referred to as Medical Planner)
- Healthcare Mechanical and HVAC
- Healthcare Electrical (Power, lighting, ELV, lightning protection), IT and Communications
- Public Health (Plumbing, drainage, medical gas, LPG gas)
- Biomedical Engineering (which may include Equipment Planning)

DHA requirements for prequalification are in addition to any other legal or professional requirements for practice under these disciplines.

A Healthcare project may require many more consultants including (but not restricted to):

- Landscape Architect
- Traffic Engineer
- Civil and Structural Engineer
- Signage Consultant
- Quantity Surveyor
- Façade Engineer
- Radiation Shielding
- Catering/ Laundry
- Sterilizing
- Laboratory

The Dubai Health Authority does not prequalify consultants for these disciplines or any other not listed in this section.

### **3.1.3 How can a HFDC become Prequalified?**

- Design Consultants can become prequalified by submitting the Prequalification documents as per the prequalification criteria (refer to Appendix 3 of these Guidelines). This process will collect important information which will be used to assess the capability of the Design Consultant.
- The HFDC's expertise will be assessed on multiple criteria. Some examples are as follows:
- The experience of the organization applying for prequalification, both outside and within the Dubai Health Authority. The consultant will be assessed on the number and type of Health Facilities designed and completed. The size and complexity of the Health Facilities will also be taken into consideration.
- The experience and prequalification of the key individuals within the organization. The individual expertise is important because key staff may leave the organization.



- The level of prequalification is partly based on the size of projects undertaken, obviously only organizations with sufficient staffing will be permitted to undertake large scale projects. The staff may include those working in the GCC or from other countries.
- Methodology of the Health Facility in using the internationally recognized tools & systems.
- HFDC currently working with or under the Dubai Health Authority and considered to be performing to an acceptable standard will be given priority for prequalification for a period of 12 months from the revised publication of these Guidelines.
- Any Prequalified Consultants registered with the Department of Health in Abu Dhabi will be automatically registered as prequalified Consultants in DHA with an active License in Dubai

## 3.2 The Level of Prequalification linked to the Type of Health Facilities

### 3.2.1 A Category Based System

For the purpose of prequalification, Health Facilities are divided into different types. Each type will require a minimum level of prequalification based on the complexity of the facility as follows:

- **Category 1** - HFDC's who has professional qualification in the respective Architectural and Engineering fields. Category 1 Consultants will only be permitted to undertake the smallest and least complex Health Facilities at RDL 1 and 2.
- **Category 2** - HFDC's who are qualified for Category 1 with additional practical experience in Hospitals and Surgical Facilities. Category 2 Consultants will be permitted to undertake the more complex Health Facilities at all six RDLs.

### 3.2.2 Lowering the Barrier to Entry

The Dubai Health Authority prequalification system aims to lower the barrier to entry into the Health Facility Design field experienced by HFDC. The typical path for an individual General-practice Architect or Engineer wishing to specialize in this field would be to work for a prequalified company on a range of healthcare projects under the supervision of experienced specialists.

### 3.2.3 Increasing the level of prequalification

HFDC may apply for the higher category of prequalification based on the experience they gain at the lower category as well as work under the supervision of others at Category 2.

DHA at its sole discretion may consider these applications and increase the prequalification category of the consultants.



Companies may also apply for Category 2 prequalification based on the experience and prequalification of specialist staff. This experience is demonstrated through the application forms listing the experience and responsibility for such projects permitted at Category 2.

### 3.2.4 Frequency of Application

Dubai Health Authority accepts HFDC Prequalification applications on a regular basis. In general, applications will be accepted and reviewed as a continuous process. Subsequently applications may be submitted for a number of reasons as the following:

- Submission after the expiry of prequalification - at any time
- Re-submission with better information, if requested by Dubai Health Authority – as required
- Re-submission due to the rejection of a previous application – within two weeks after the original application for the submission of the missing documents
- Application for increasing prequalification from Category 1 to Category 2 – Subject to providing sufficient experience for Category 2 projects under prequalified HFDC

### 3.2.5 Duration of Prequalification

Dubai Health Authority prequalification for the current Category, will be valid for a period of 3 years after approval.

During the period of validity, the HFDC's are required to inform Dubai Health Authority of any major changes to the information supplied to them on the prequalification forms including changes to higher management and departure of key specialist staff etc.

HFDC's may apply for the renewal of the prequalification for a further period of 3 years by the submission of a new prequalification application (refer to **Part A - Appendix 3** of these Guidelines). A new prequalification application may be lodged up to 2 months before the expiry of the current prequalification. A new application may be a copy of the previous application with updated information unless Dubai Health Authority requirements for prequalification change in the interim period.

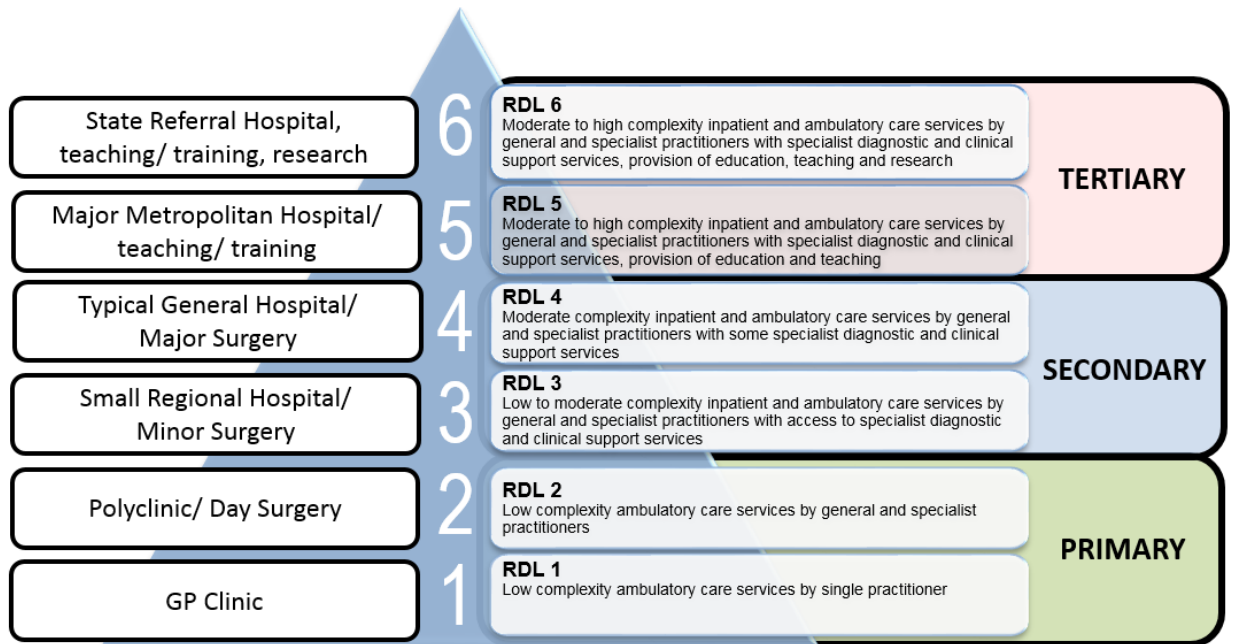
For applicants who are currently prequalified at Category 1, they may also request an increase to Category 2 at the time of renewal with supporting credentials. This will be considered as an 'upgrade' in the prequalification form.

Dubai Health Authority at its sole discretion may renew the application at the new or a higher Category.



### 3.2.6 Prequalification Category based on Types of Health Facility

A simple Role Delineation Guide for definitions of classifications of Health Facilities by the service level is provided in the diagram below. For further details, refer to the **Role Delineation Framework, Appendix 6**.



**Above: Simple Role Delineation Guide**

Qualifications of Design Consultants are based broadly on the experience of different Health Facility Types. DHA has a list of available Health Facility Types which can be found at the DHA website. Each Health Facility Type in turn include one or more Functional Planning Units (FPU’s).

The design of the facility types listed require consultants who are at a particular pre-qualified category as noted in the far right column.

A simplified guide for linking Facility Type, FPU’s (mandatory and optional), the possible RDL’s and Design Consultant Categories required are provided below. It can also be found in **Appendix 11, Facility Type, RDLs and FPUs Guide** of these Guidelines.

It should be noted mandatory FPU’s must be provided for the type of Facility as shown in the table below. Optional FPU’s may be applicable if such clinical services have been identified as part of the Facility’s Service Plan. Detail requirements of each FPU can be found in Part B of this Guidelines and the relevant chapter number in Part B is also provided for ease of reference.



Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
<b>General Hospital</b>	<b>Hospital</b>  Any facility with inpatient services with the Mandatory FPU's listed in this row. No particular specialisation required. RDL may be from 3 to 6.	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit</li> <li>• Admissions Unit &amp; Discharge</li> <li>• Catering Unit <sup>(4)</sup></li> <li>• Clinical Information Unit</li> <li>• Day Surgery/ Procedure Unit</li> <li>• Emergency Unit<sup>(7)</sup></li> <li>• Engineering and Maintenance Unit</li> <li>• Housekeeping Unit</li> <li>• Inpatient Unit - General</li> <li>• Intensive Care Unit - General</li> <li>• Laboratory Unit</li> <li>• Linen Handling Unit</li> </ul>	RDL 3 RDL 4 RDL 5 RDL 6	Cat 2 Cat 2 Cat 2 Cat 2
		<b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Birthing Unit</li> <li>• Cardiac Investigation Unit</li> <li>• Complementary &amp; Alternative Medicine Unit</li> <li>• Coronary Care unit</li> <li>• Dental Surgery Unit</li> <li>• Education Unit<sup>(6)</sup></li> <li>• Endoscopy Unit</li> <li>• Health Centres</li> <li>• Inpatient Unit - Bariatric</li> <li>• IVF Unit</li> <li>• Maternity Unit</li> <li>• Medical Imaging Unit - Nuclear Medicine &amp; PET</li> <li>• Mental Health Unit - Adults</li> <li>• Mental Health Unit - Child &amp; Adolescent</li> <li>• Mental Health Unit - Older Persons Unit</li> <li>• Mobile Healthcare Unit</li> <li>• Oncology Unit - Chemotherapy Unit</li> <li>• Oncology Unit - Radiation Unit</li> <li>• Rehabilitation Unit - Allied Health</li> <li>• Renal Dialysis Unit</li> </ul>		



Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
Specialty Hospital	<p><b>Hospital</b> <b>Multi-specialty Hospital</b> <b>Super-specialty Hospital</b> <b>Centre of Excellence</b></p> <p>Any facility with inpatient services which has the basic General Hospital Requirements at minimum RDL 3 plus a number of Specialist services at higher RDL's such as 4, 5, 6.</p> <p>Facilities with one or more Specialist services and matching facilities at RDL 5/6 may be regarded as Centre of Excellence by the DHA.</p>	<p><b>Mandatory FPU's</b> As per General Hospital above with additional FPU(s) related to the Specialty (or Service Line) required in order to qualify as a Specialty Hospital or Centre of Excellence.</p> <p>For example, Cardiology, Oncology, Neurology etc.</p> <p>Emergency Unit will no longer be mandatory. Refer to Optional Additional FPU's below for further explanation.</p> <p><b>Optional Additional FPU's</b> As per General Hospitals above except Emergency Unit(7) will be optional.</p>	RDL 4 RDL 5 RDL 6	Cat 2
Oncology Centre	<p><b>Cancer Care Centre</b> <b>Health Centre</b> <b>Ambulatory Cancer Care Centre</b> <b>Polyclinic</b> <b>Medical Centre</b></p>	<p><b>Mandatory FPU's</b></p> <ul style="list-style-type: none"> <li>• Admissions Unit &amp; Discharge</li> <li>• Clinical Information Unit</li> <li>• Laboratory Unit</li> <li>• Medical Imaging Unit - General</li> <li>• Medical Imaging Unit - Nuclear Medicine &amp; PET</li> <li>• Oncology Unit - Chemotherapy Unit</li> <li>• Outpatients Unit</li> <li>• Pharmacy Unit</li> <li>• Public and Staff Amenities Unit</li> </ul>	RDL 2	Cat 1



Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
	Any ambulatory care facility for Cancer diagnosis or treatment incorporating the Mandatory FPU's shown in this row.	<b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit</li> <li>• Complementary &amp; Alternative Medicine Unit</li> <li>• Dental Surgery Unit</li> <li>• Education Unit<sup>(6)</sup></li> <li>• Engineering and Maintenance Unit</li> <li>• Housekeeping Unit</li> <li>• Linen Handling Unit</li> <li>• Oncology Unit - Radiation Unit</li> <li>• Rehabilitation Unit - Allied Health</li> <li>• Renal Dialysis Unit</li> <li>• Supply Unit</li> <li>• Waste Management Unit</li> </ul>		
<b>Rehabilitation Centre</b>	<b>Day Rehabilitation Centre Ambulatory Rehabilitation Physiotherapy Centre</b>  Any ambulatory care facility specialised in rehabilitation services with Mandatory FPU's shown in this row.	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Admissions Unit &amp; Discharge</li> <li>• Clinical Information Unit<sup>(5)</sup></li> <li>• Main Entrance Unit<sup>(5)</sup></li> <li>• Public and Staff Amenities Unit<sup>(5)</sup></li> <li>• Rehabilitation - Allied Health Unit</li> </ul> <b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit<sup>(5)</sup></li> <li>• Complementary &amp; Alternative Medicine Unit</li> <li>• Engineering and Maintenance Unit<sup>(5)</sup></li> <li>• Housekeeping Unit<sup>(5)</sup></li> <li>• Laboratory Unit</li> <li>• Linen Handling Unit<sup>(5)</sup></li> <li>• Medical Imaging Unit - General</li> <li>• Outpatients Unit</li> <li>• Supply Unit<sup>(5)</sup></li> <li>• Waste Management Unit<sup>(5)</sup></li> </ul>	RDL 2	Cat 1
<b>Day Surgical Centre</b>	<b>Day Surgery Centre Day Procedure Centre Invasive Imaging Centre</b>	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit<sup>(5)</sup></li> <li>• Admissions Unit &amp; Discharge</li> <li>• Clinical Information Unit<sup>(5)</sup></li> <li>• Day Surgery/ Procedure Unit</li> <li>• Engineering and Maintenance Unit<sup>(5)</sup></li> <li>• Housekeeping Unit<sup>(5)</sup></li> <li>• Laboratory Unit</li> <li>• Linen Handling Unit<sup>(5)</sup></li> <li>• Main Entrance Unit<sup>(5)</sup></li> <li>• Outpatients Unit</li> <li>• Pharmacy Unit</li> <li>• Public and Staff Amenities Unit<sup>(5)</sup></li> <li>• Sterile Supply Unit (SSU)</li> <li>• Supply Unit<sup>(5)</sup></li> <li>• Waste Management Unit<sup>(5)</sup></li> </ul>	RDL 2	Cat 2





Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
	Any ambulatory care facility providing ambulatory surgical services incorporating the mandatory FPU's in this row.	<b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Cardiac Investigation Unit</li> <li>• Dental Surgery Unit</li> <li>• Endoscopy Unit</li> <li>• Medical Imaging Unit - General</li> <li>• Medical Imaging Unit - Nuclear Medicine &amp; PET</li> </ul>		
<b>Fertility Centre</b>	<b>IVF (In-Vitro Fertilisation) Centre</b>  A specialised ambulatory care facility treating patients with fertility-related problems and incorporating the mandatory FPU's in this row.	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit<sup>(5)</sup></li> <li>• Clinical Information Unit<sup>(5)</sup></li> <li>• Housekeeping Unit<sup>(5)</sup></li> <li>• IVF Unit</li> <li>• Laboratory</li> <li>• Linen Handling Unit<sup>(5)</sup></li> </ul> <ul style="list-style-type: none"> <li>• Main Entrance Unit<sup>(5)</sup></li> <li>• Public and Staff Amenities Unit<sup>(5)</sup></li> <li>• Sterile Supply Unit (SSU)</li> <li>• Supply Unit<sup>(5)</sup></li> <li>• Waste Management Unit<sup>(5)</sup></li> </ul>	RDL 2	Cat 2
		<b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Pharmacy Unit</li> </ul>		
<b>Renal Dialysis Centre</b>	<b>Renal Dialysis Centre</b>  A specialised ambulatory care facility providing treatments for patients requiring dialysis and incorporating the mandatory FPU's in this row.	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit<sup>(5)</sup></li> <li>• Clinical Information Unit<sup>(5)</sup></li> <li>• Housekeeping Unit<sup>(5)</sup></li> <li>• Laboratory</li> <li>• Linen Handling Unit<sup>(5)</sup></li> <li>• Main Entrance Unit<sup>(5)</sup></li> </ul> <ul style="list-style-type: none"> <li>• Public and Staff Amenities Unit<sup>(5)</sup></li> <li>• Renal Dialysis Unit</li> <li>• Sterile Supply Unit (SSU)</li> <li>• Supply Unit<sup>(5)</sup></li> <li>• Waste Management Unit<sup>(5)</sup></li> </ul>	RDL 2	Cat 1
	No inpatient beds are permitted.	<b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Pharmacy Unit</li> </ul>		
<b>Polyclinic</b>	<b>Health Centre</b> <b>Super-specialty Centre</b> <b>Multi-specialty Centre</b>	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit<sup>(5)</sup></li> <li>• Clinical Information Unit<sup>(5)</sup></li> <li>• Health Centre</li> <li>• Housekeeping Unit<sup>(5)</sup></li> <li>• Main Entrance Unit<sup>(5)</sup></li> </ul> <ul style="list-style-type: none"> <li>• Outpatients Unit</li> <li>• Public and Staff Amenities Unit<sup>(5)</sup></li> <li>• Supply Unit<sup>(5)</sup></li> <li>• Waste Management Unit<sup>(5)</sup></li> </ul>	RDL 2	



Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
	A clinic with multi-specialities ambulatory services incorporating the mandatory FPU's in this row.  If the Polyclinic includes Day Surgery, please refer to Day Surgical Centres above for additional FPU's required and the higher Design Consultant Category.	<b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Complementary and Alternative Medicine Centres</li> <li>• Dental Surgery Unit</li> <li>• Health Centres</li> <li>• Laboratory Unit</li> <li>• Medical Imaging Unit – General</li> <li>• Pharmacy Unit</li> </ul>		Cat 1  Cat 2 if the facility includes Day Surgery
<b>Specialty Clinic</b>	<b>Specialist Clinic</b>	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Outpatients Unit</li> <li>• Public and Staff Amenities Unit<sup>(5)</sup></li> <li>• Supply Unit<sup>(5)</sup></li> </ul> <b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit<sup>(3)</sup></li> </ul>	RDL 2	Cat 1
<b>Convalescence House</b>	<b>Long Term Care Centre</b>	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit<sup>(5)</sup></li> <li>• Catering Unit<sup>(4)</sup></li> <li>• Housekeeping Unit<sup>(5)</sup></li> <li>• Linen Handling Unit<sup>(5)</sup></li> <li>• Inpatient Unit - General</li> <li>• Public and Staff Amenities Unit<sup>(5)</sup></li> <li>• Supply Unit<sup>(5)</sup></li> <li>• Waste Management Unit<sup>(5)</sup></li> </ul> <b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Main Entrance Unit</li> <li>• Pharmacy Unit<sup>(5)</sup></li> </ul>	RDL 3	Cat 2
<b>Radio Diagnostic Centre</b>	<b>Medical Diagnostic Imaging Centre</b>	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit<sup>(5)</sup></li> <li>• Clinical Information Unit<sup>(5)</sup></li> <li>• Engineering and Maintenance Unit<sup>(5)</sup></li> <li>• Housekeeping Unit<sup>(5)</sup></li> <li>• Linen Handling Unit<sup>(5)</sup></li> <li>• Main Entrance Unit</li> <li>• Medical Imaging Unit - General</li> <li>• Public and Staff Amenities Unit<sup>(5)</sup></li> <li>• Supply Unit<sup>(5)</sup></li> <li>• Waste Management Unit<sup>(5)</sup></li> </ul>	RDL 2	Cat 2



Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
Diagnostic Centre (Multiple Specialties)	Radiology Medical Imaging	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit<sup>(5)</sup></li> <li>• Clinical Information Unit<sup>(5)</sup></li> <li>• Engineering and Maintenance Unit<sup>(5)</sup></li> <li>• Housekeeping Unit<sup>(5)</sup></li> <li>• Laboratory Unit</li> <li>• Linen Handling Unit<sup>(5)</sup></li> </ul>	RDL 2	Cat 2
		<b>Optional additional FPU's</b> <ul style="list-style-type: none"> <li>• Cardiac Investigation Unit</li> <li>• Medical Imaging Unit - Nuclear Medicine &amp; PET</li> </ul>		
Medical Laboratory	Pathology Laboratory	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Administration Unit</li> <li>• Engineering and Maintenance Unit<sup>(5)</sup></li> <li>• Housekeeping Unit<sup>(5)</sup></li> <li>• Laboratory</li> </ul>	RDL 1	Cat 2
Dental Laboratory		As Per DHA Dental Laboratory Regulation	RDL 1	Cat 1
Hospital (Inpatient) Pharmacy	Central Pharmacy	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>• Pharmacy Unit</li> </ul>	RDL 3	Cat 1
			RDL 4	Cat 2
			RDL 5	Cat 2
			RDL 6	Cat 2



Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
<b>Community (Outpatient) Pharmacy</b>	A stand-alone pharmacy in any location	<b>Mandatory FPU's</b> • Pharmacy Unit	RDL 1	Cat 1
	A pharmacy attached to an Ambulatory Care Centre, Polyclinic or similar.  An outpatient pharmacy within the hospital serving outpatients, the discharged patients or general public.		RDL 2	Cat 2
<b>TCAM Center</b>	<b>Traditional Medicine Complementary Medicine Acupuncture Centre Ayurveda Treatment Centre</b>	<b>Mandatory FPU's</b> • Complementary & Alternative Medicine Unit • Public and Staff Amenities Unit <sup>(5)</sup> • Supply Unit <sup>(5)</sup>	RDL 1	Cat 1
		<b>Optional additional FPU's</b> • Administration Unit <sup>(5)</sup>		
<b>General Clinic</b>	<b>Family Clinic GP Clinic</b>	<b>Mandatory FPU's</b> • Administration Unit <sup>(5)</sup> • Outpatients Unit • Public and Staff Amenities Unit <sup>(5)</sup> • Supply Unit <sup>(5)</sup>	RDL 1	Cat 1
<b>Dental General Clinic</b>	<b>Dental Surgery</b>	<b>Mandatory FPU's</b> • Dental Surgery Unit • Public and Staff Amenities Unit <sup>(5)</sup> • Supply Unit <sup>(5)</sup>	RDL 1	Cat 1
		<b>Optional additional FPU's</b> • Administration Unit <sup>(5)</sup>		



Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
<b>Company Clinic</b>	An on-site medical clinic within a licensed commercial or industrial facility providing basic nursing care. General medicine services can only be provided by a qualified doctor. A full-time and qualified nurse per treatment area will be minimum staff required.	<b>Mandatory FPU's</b> • Outpatients Unit	RDL 1	Cat 1
<b>Hotel Clinic</b>	An on-site medical clinic within a licensed commercial or industrial facility providing basic nursing care. General medicine services can only be provided by a qualified doctor. A full-time and qualified nurse per treatment area will be minimum staff required.	<b>Mandatory FPU's</b> • Outpatients Unit	RDL 1	Cat 1
<b>School Clinic</b>	An on-site medical clinic within a licensed school campus providing basic nursing care. General medicine services can only be provided by a qualified doctor. A full-time and qualified nurse per treatment area will be minimum staff required.	<b>Mandatory FPU's</b> • Outpatients Unit	RDL 1	Cat 1



Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
<b>Drug Store</b>	<b>Pharmacy Store</b>  A stand-alone storage facility for holding pharmaceutical products where no clinical services can be provided.	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>Administration<sup>(5)</sup></li> <li>Pharmacy (related to storage of various types of drugs only)</li> </ul>	RDL 1	Cat 1
<b>Relaxing Massage Centre</b>	<b>Spa Relaxation Centre</b>  A facility which provides non-surgical cosmetic services.	<b>Mandatory FPU's</b> <ul style="list-style-type: none"> <li>Complementary &amp; Alternative Medicine Unit <sup>(8)</sup></li> </ul>	RDL 1	Cat 1
<b>Special Needs Centre</b>	Facilities intended for the care of disabled but otherwise health people	Contact DHA for further information	RDL 1	Cat 1
<b>Air Ambulance</b>	Patient transfer service via Helicopter or Airplane	Contact DHA for further information	RDL 1	Cat 1
<b>Optical Centre</b>	A facility which provides optometry services including dispensing of optical devices.	As Per DHA Optical Center and Optometry Services	RDL 1	Cat 1
<b>Beauty Centre Salon</b>	A facility which provides non-surgical cosmetic services.	As Per to DHA Standards for Non-Surgical Cosmetic Services	RDL 1	Cat 1



Facility Type (as per Sheryan)	Generic/ Alternative Name/ Description	Functional Planning Units (FPU) Mandatory and Optional	RDL <sup>(2)</sup>	HFDC Category <sup>(3)</sup>
Home Health-care Agency	<p>Home Care Home Nursing Hospital in the Home (HITH) Rehabilitation in the Home (RITH)</p> <p>A facility where exchange of patients' medical information from one site to another is conducted via the internet.</p>	As Per to DHA Home Healthcare Regulation	RDL 1	Cat 1
Telehealth	<p>Telemedicine</p> <p>A facility where exchange of patients' medical information from one site to another via the internet.</p>	As Per to DHA Telehealth Regulation	RDL 1	Cat 1
Mobile Healthcare Unit	<p>Mobile Health Vehicle</p>	<p>This is not currently available on Sheryan. Owner/ Operator wishes to provide this service must contact DHA and seek their approval.</p> <p><b>Mandatory FPU's</b></p> <ul style="list-style-type: none"> <li>• Mobile Healthcare Unit</li> </ul>	RDL 1	Cat 1

**Note:**

(1) Not Mandatory but to be determined by the Service Plan of the Facility.



- (2) By default, the same RDL applies to the whole facility and the FPU's within the facility unless permitted otherwise by the full **Role Delineation Framework** (refer to **Appendix 6 of Part A** of these guidelines). If one or more of the Specialties and their matching facilities are provided at RDL5/6, then the facility will be recognized by the DHA as a Centre of Excellence in those services. The single or multi RDL's indicated next to each Facility Type represents the minimum permitted RDL and the relationship to the HFDC Prequalification Category in the next column.
- (3) For Consultants Prequalification and the definition of Categories, refer to **Part A, Section 4, Prequalification of Health Facility Design Consultants** of these Guidelines.
- (4) When a full-service Catering Unit is not provided, a holding and reheating area sized to the facility's requirement must be provided.
- (5) Support services should be sized accordingly to the number of staff, Role delineation level (RDL) and service plan as defined by the Facility.
- (6) Education Unit is mandatory for teaching Hospital at RDL (Role Delineation Level) 05 and research hospital at RDL 06.
- (7) Emergency Unit is mandatory in General Hospitals and optional in Specialty Hospitals. Health Facility Owner/ Operator must contact DHA directly for further details and services requirements as Emergency Service will be part of the Emirate-wide health services strategy.
- (8) These are Functional Planning Units that are similar and could be used as a guide.
- (9) Co-locating multiple 'Facility Type' is not prohibited. However, each Facility Type may require their separate DHA licence.
- (10) It should be noted the Consultant Categories noted in the above table refer only to Design Consultants, not Professional Consultants in the medical profession.
- (11) Relaxing Massage Centre will be removed from the Category List of the Type of Facilities





### 3.2.7 Co-Existing and Integrated Facilities and their Classification

Portions of Health Facility types (as listed in **Appendix 11**) may perform services which are separately covered under these Guidelines. Where these services operate as an integrated service within the overall Health Facility and benefit from the overall common services, staff and patient flows, they will be regarded as part of the overall Health Facility and therefore fall under its prequalification level appropriate to that facility.

The services which are relatively independent of the overall Health Facility will be regarded as separate facilities under these Guidelines and therefore fall under their separate prequalification levels as listed above.

Here are some examples:

- A Medical Diagnostic Imaging Service within a Hospital will fall under the Hospital's prequalification Level.
- A Dental Clinic on the same grounds as a Day Procedure Centre but operating independently will fall under its own prequalification Level.

Good indicators of integrated services are:

- Common facilities for patient flow management
- Common staff and support facilities
- Requirement for direct, internal patient transfer
- Common paper based medical records
- Common building services including central energy facilities
- Common services equipment such as air handling units

The purpose of this requirement is to ensure that the Design Consultant who's work can potentially affect the functionality of other, more complex and critical areas of Health Facilities are prequalified at the appropriate level.



## 4 Acknowledgements

The Dubai Healthcare Authority would like to acknowledge the following individuals for their continued dedication and efforts as part of the HFG project team to develop the Guidelines:

- Dr. Marwan Mohd Al Mulla - CEO, Health Regulation Sector
- Dr. Hisham Hassan Alhammadi - Director, Health Policies and Standards Department
- Dr. Hanan Ali Mubarak Obaid - Director, Health Policies and Standards Department
- Aisha Rashid AlFalasi - Head of Healthcare Facilities Licensing Section, Health Regulation Sector
- Osama Elhassan SeedAhmed Elhassan - Head of Section, Health Regulation Sector
- Mr. Khamis Al-Alawy - Consultant, Health Regulation Sector
- Dr. Rupali Kaur Bindra - Clinical Auditor, Health Regulation Sector
- Amani Mahmoud Mohamed AbdelMoeti - Health Inspector, Health Regulation Sector
- Saf Eldien Abdalla Alawad Al Tieb - Health Inspector, Health Regulation Sector
- Maitha Abdulla - Senior Strategic Planning Officer, Corporate Performance Management Dept
- Zahra Al Haddad - Senior Administrative Officer
- Sahar Atallah - Administrative Officer
- Marwan Mohamad Obeid – Engineering Department
- Barraah Ahmed Kheshfa – Engineering Department
- Mohamed Sharif Mohamed – Specialist Health Licensing Department
- Aladin Niazmand – Director (TAHPI)
- Dianne Barton – Senior Nurse Planner (TAHPI)
- Marilyn Mandigma – Senior Nurse Planner (TAHPI)
- Carmen Cheung – Associate Health Facility Planner (TAHPI)
- Said Mehdi Chelihi – Associate Health Facility Planner (TAHPI)
- Elmahadi Suwar – Principal Public Health Engineer (TAHPI)
- Harris Qureshi – Principal Mechanical Engineer (TAHPI)
- Ashraf Ali – Principal Electrical Engineer (TAHPI)
- Emily Hodgetts – Nurse Planner (TAHPI)
- Safa Hameez – Project Co-ordinator (TAHPI)
- Sally Juwono – Assistant Health Architect (TAHPI)
- Kent Chin – Assistant Health Architect (TAHPI)
- Daimin Japar – Assistant Health Architect (TAHPI)
- Selena Tse – Editing Assistant (TAHPI)



**DHA Engineering Consultants**

- Mr. Marwan Obeid – Engineering Department Lead
- Barraah Ahmed Khesfha - Engineering Department
- Ebi Eldho Jacob – Lead Mechanical Engineer
- Thomas Joseph – Lead Electrical Engineer
- Ebinu Rasheed Rawther – Electrical Facility Maintenance Lead
- Ibrahim Qambar Murad Al-Balushi – Senior Specialist
- Vibin Prakash – Safety Officer
- Ali Al Mazrouei – Head of Network and Telecommunication

**Healthcare Operators/ Healthcare Professionals**

- Dr. Yasser Amin - Surgery Consultant (DUBAI HOSPITAL)
- Dr. Atif Fazari - Consultant, Obstetrician/Gynecologist (LATIFA HOSPITAL)
- Khaled Ibrahim El Foul - Nurse Supervisor Mental Health Units Nursing Administration (RASHID HOSPITAL)
- Dr. Samia Abul Abdulla Abul AlKhoori - Consultant Psychiatrist (RASHID HOSPITAL)
- Salamma Sabu John - Mental Health Unit Manager (RASHID HOSPITAL)
- Elizabeth Kahumbi - Senior Occupational therapist (AL NOOR TRAINING CENTER FOR PERSONS WITH DISABILITIES)
- Amapola Villarin Dela Torre - Senior Physical Therapist (AL NOOR TRAINING CENTER FOR PERSONS WITH DISABILITIES)
- Abbie Johnston - Assistant Director (AMERICAN HOSPITAL CLINICS)
- Amer Salha - Director of Medical Equipment Planning (AMERICAN HOSPITAL DUBAI)
- Sameer Abualrab - Head Nurse (AMERICAN HOSPITAL DUBAI)
- Raef Ibrahim - Asst. Director of Clinic Operations (AMERICAN HOSPITAL DUBAI)
- Carlo Kaabar - Director of Laboratory and Outreach (AMERICAN HOSPITAL DUBAI)
- Bibin Raveendran - Senior Radiographer, Technical Director of Medical Imaging (AMERICAN HOSPITAL DUBAI)
- Dima Zein - Oncology Clinic Manager, Chemotherapy Unit Manager (AMERICAN HOSPITAL DUBAI)
- Lilu Soji - Administrative Supervisor (AMERICAN HOSPITAL DUBAI)
- Surya Musbah - FMD Food Service Manager (AMERICAN HOSPITAL DUBAI)
- Kabir Hussainy - Assistant Director FMD (AMERICAN HOSPITAL DUBAI)
- Nazima Idrissi - Nurse/Midwife Manager (AMERICAN HOSPITAL DUBAI)



- Dr. Nadia Malik - Consultant Radiation Oncologist (AMERICAN HOSPITAL DUBAI)
- Vijaya Kumar - Infection Control Nurse (AMERICAN HOSPITAL DUBAI)
- Martha Tisibele - Housekeeping Manager (AMERICAN HOSPITAL DUBAI)
- V. V. S. Reddy - Materials Manager (AMERICAN HOSPITAL DUBAI)
- Helda Alostta - Asst. Director of Pharmacy (AMERICAN HOSPITAL DUBAI)
- Dr. Aaron Han - Chief of Pathology (AMERICAN HOSPITAL DUBAI)
- Dr Elizabeth Zachariah, Consultant – OBS/Gynaec (AMERICAN HOSPITAL DUBAI)
- Gisha Paul – Wound Care Nurse (AMERICAN HOSPITAL DUBAI)
- Dr. Saqib Latif - Consultant Pediatric Psychiatrist (AMERICAN CENTER FOR PSYCHIATRY AND NEUROLOGY)
- Sathya Devi - Physiotherapy Manager (AL ZAHRA HOSPITAL)
- Dr Osama Elzamzami, Head of Radiology (AL ZAHRA HOSPITAL)
- Masood Ahmed - Radiology Manager (AL ZAHRA HOSPITAL)
- Elissar Hamade - Nurse Supervisor (AL ZAHRA HOSPITAL)
- Afroz Alam - Catering supervisor (AL ZAHRA HOSPITAL)
- Sneha Potdar - Autocad-Draftsman (AL ZAHRA HOSPITAL)
- Gerlyn Jalea - Infection Control Manager (AL ZAHRA HOSPITAL)
- Syamalan (AL ZAHRA HOSPITAL)
- Khurram Shehzad - Housekeeping/supplies (AL ZAHRA HOSPITAL)
- Shafiq.Ur.Rehman Khan - Medical Records Manager (AL ZAHRA HOSPITAL)
- Chandrika Thonaparathi - Medical Records Supervisor (AL ZAHRA HOSPITAL)
- Fauzia Lucas - Oncology Manager (AL ZAHRA HOSPITAL)
- Dhanoj - Sr. Manager – Operations (ASTER CLINIC)
- Aravind Asokan (ASTER CLINIC)
- Satheesh Kosuri - Mobile Clinic Unit (ASTER DM HEALTHCARE)
- Nikita Barretto - Clinical Psychologist (DUBAI HOMEOPATHY HEALTH CENTER)
- Monica Garnett - Occupational Therapist and Vision Therapist (DUBAI HOMEOPATHY HEALTH CENTER)
- Ana Theresa - Nurse coordinator (HEALTH PLUS MEDCARE FERTILITY CLINIC)
- Jeddahlyn Mae Maglinoa - Cardiac Nurse (MEDEOR HOSPITAL)
- Dr Rajeev Lochan - Head of Department – Cardiology (MEDEOR HOSPITAL)
- Majo Matthew - CSSD Technician (MEDEOR HOSPITAL)
- Dr Ali Mohammed Ganai - Emergency Department (MEDICLINIC WELFARE HOSPITAL)
- Madge Kruger - Director of Nursing (NEURO SPINAL HOSPITAL)



- Chadi Mishlawi - Facilities Manager (NEURO SPINAL HOSPITAL)
- Laisy Mathew - Nurse Supervisor (NMC HOSPITAL DIP)
- Sheen Mathew - Infection Control Nurse (NMC HOSPITAL DIP)
- Bibin Joy - Head Nurse (NMC HOSPITAL DIP)
- Ashalatha Malpe - Outpatient (NMC HOSPITAL DIP)
- Dr. Bhushan Jayade - Consultant Oral & Maxillofacial Surgeon and Head of the Dental Department (NMC HOSPITAL DIP)
- Nishil Kurian - Pharmacy incharge (NMC HOSPITAL DIP)
- Dr. Naveen Tiwari - Specialist clinical Pathologist (NMC HOSPITAL DIP)
- Dr. Sudhir Goel - Specialist Radiologist (NMC HOSPITAL DIP)
- Ajo John - Radiography Technologist (NMC HOSPITAL DIP)
- Rakesh Srivastav - Maintenance Engineer (NMC HOSPITAL DIP)
- Dana Rajagopal – Head Nurse L&D department (NMC HOSPITAL DIP)
- Mahima Shiny Peter - Staff nurse L&D department (NMC HOSPITAL DIP)
- Sheena Matthew - Infection Control Nurse (NMC Hospital DIP)
- Biji Mathew - Nurse Educator (NMC Hospital DIP)
- Lilibeth Abayon - Infection control nurse (NMC Hospital DIP)
- Sumitra Das - Housekeeping Supervisor (NMC Hospital, DIP)
- Abhijit Sawant - Store Manager (NMC Hospital, DIP)
- Hazel Oshita Manzul - Medical Records Assistant (NMC Hospital DIP)
- Divya Kuttikrishnan (NMC Hospital DIP)
- Siji Angel - Infection Control Facilitator (NMC Hospital DIP)
- Premchand Choudhary - RN Endoscopy assistant (NMC SPECIALTY HOSPITAL)
- Sheeba Rani - Senior Nurse - Patient and Family Educator (NMC SPECIALTY HOSPITAL)
- Harishankar Sharma - Operating Room Manager (NMC SPECIALTY HOSPITAL)
- Niygi Joseph Thayil - Nursing Supervisor (PRIME MEDICAL CENTER)
- Dr Avinash Shamran - Specialist, Endodontist (PRIME HEALTHCARE GROUP)
- Ahmed Karkash - Public Relations Officer (PRIME HEALTHCARE GROUP)
- Renuka Gopinath - Clinic Admin (PRIME HEALTHCARE GROUP)
- Dina Wanna - Quality and Patient Safety Manager (SAUDI GERMAN HOSPITAL)
- Julie Ann - Head Nurse (SAUDI GERMAN HOSPITAL)
- Mallapuram Keshava Rao, CSSD Supervisor (SAUDI GERMAN HOSPITAL)
- Kenneth, Infection Control Practitioner (SAUDI GERMAN HOSPITAL)
- Dr. Madian Alterkawi, Specialist Radiology (SAUDI GERMAN HOSPITAL)



- Dr. Sujata Sudhir Pathak, Nuclear Medicine (SAUDI GERMAN HOSPITAL)
- Mohamad El Sayyed Mahmoud, Nursing Supervisor (SAUDI GERMAN HOSPITAL)
- Nagina Calvin Mall, Charge Nurse- L & D (SAUDI GERMAN HOSPITAL)
- Sara Ali, Midwife (SAUDI GERMAN HOSPITAL)
- Tejal Srivalsan, Infection Control Specialist (SAUDI GERMAN HOSPITAL)
- Qi Pan, Managing Director (TCMSH TRADITIONAL CHINESE MEDICINE CENTER LLC)
- Panchami Vijayanath, Nurse ICU (ZULEKHA HOSPITAL)
- Siji Joseph, Nurse in charge-Emergency Room (ZULEKHA HOSPITAL)
- Robin M Sebastian, Head Nurse, Dialysis (ZULEKHA HOSPITAL)
- Aiman Hamza, Cardiology nursing Supervisor (ZULEKHA HOSPITAL)
- Marichu Bataican, OT and CSSD manager (ZULEKHA HOSPITAL)
- Emmah Ncube, manager maternity and child health (ZULEKHA HOSPITAL)
- Abdul Rahiman, Ast manager housekeeping (ZULEKHA HOSPITAL)
- Praveen Vijayakumar, Manager, Medical Records (ZULEKHA HOSPITAL)

#### **Industry Consultants**

- Sami Ghouri – Principal Consultant (ARGENTELM)
- Sherif Magdy – Senior Public Health Engineer (ASU CONTRACTING)
- Ashveen Jeetun – Principal Public Health Engineer (MEINHARDT)
- Sunil George – Principal Mechanical Engineer (MEINHARDT)
- Furqan Ayub – Principal Public Health Engineer (MOTT MACDONALD)
- Ian Hurst – Projects Director (MOTT MACDONALD)
- Abhishek Gupta – Manager of Interior and Architecture (STANTEC)
- Craig MacMenomay – MEP Manager (STANTEC)
- Wilfredo Alonso – Principal Electrical Engineer (STANTEC)
- Ahmed Thoufeeq – Principal Fire Engineer (VORTEX FIRE)

#### **Industry Suppliers & Manufactures**

- Jude Williams – Business Development Manager (AL-REEM HOSPICO)
- Gilson Thomas – Technical Engineer (AL-REEM HOSPICO)
- Tency James – Technical & Sales Support (AL-REEM HOSPICO)
- Dani Elamana – Technical Manager (CAMFIL)
- Franco Ferrari – Technical Director (CULLIGAN)
- Majid Khan – Sales & Technical Engineer (CULLIGAN)
- Haitham Allo – Sales Executive Engineer of Infrastructure (GULFDRUG)



- Bibin Vincent – Technical Engineer (GULFDRUG)
- Stefan Dittforth – Enterprise Architect (HONEYWELL)
- Tushar Shirvalkar – Regional Chiller Product Management (JOHNSON CONTROLS)
- Faiz Ahmed – Prescription and Technical Support Manager (SCHNEIDER ELECTRIC)
- Waqas Khan – Head of Sales Power Solutions (SCHNEIDER ELECTRIC)

The following Health Facility Guidelines were considered in the preparation of these Guidelines:

- Federal and Local Regulations
- International Health Facility Guidelines (IHFG)
- Department of Health (Abu Dhabi) Health Facility Guidelines (HAAD HFG)

These guidelines may include Concepts, Words, Principles, Numbers or Diagrams which may be similar to (or originated in) other Health Facility Guidelines.

Such material, as used in these Guidelines only relate to the Correct briefing and design principles which are common knowledge to the specialist consultants and operators in the field of Health Facility Planning.

Nevertheless we acknowledge and thank all other Health Facility Guidelines where similar material may have been provided for public use.



## 5 Appendices

Refer to the following Appendices 1 – 11 attached overleaf

**5.1 Appendix 01 - Deliverables - Schematic Design Submission**

**5.2 Appendix 02 - Deliverables - Detailed Design Submission**

**5.3 Appendix 03 - Consultants Pre-qualification Application Form**

**5.4 Appendix 04 - Template for Non-Compliance Report**

**5.5 Appendix 05 - Template for SOA**

**5.6 Appendix 06 - Role Delineation Framework**

**5.7 Appendix 07 - Sample - Design Review Report**

**5.8 Appendix 08 - Sample - Inspection Report**

**5.9 Appendix 09 - Sample Drawing for Schematic Submission**

**5.10 Appendix 10 - Sample Drawing for Detailed Submission**

**5.11 Appendix 11 - Facility Types, FPU's and RDL's Guide**





**5.12 Appendix 12 - Health Facility Design Review Checklist**

**5.13 Appendix 13 - Health Facility Inspection Checklist**



## 6 Further Reading

For additional reference, three other international guidelines may be considered:

- Dubai Health Authority. Dubai Universal Design Code, 2017. Refer to <https://www.dha.gov.ae>
- UAE Federal Law no (4) of 2015 concerning Private Health Facilities

Where one guideline is deemed to be inadequate in the coverage of certain facility types, another guideline may be consulted. It should be noted that following another guideline wholly is not acceptable.

Another guideline can only be followed by exception where the subject is not covered by these guidelines.