

ACCESS TO MEDICAL INFORMATION

AT AMERICAN HOSPITAL DUBAI

I. OUR RESPONSIBILITIES.

American Hospital Dubai takes the privacy of your medical information seriously. We are required by law to keep your information confidential.

II. YOU HAVE THE RIGHT TO ASK FOR A COPY OF YOUR MEDICAL INFORMATION.

You may request a copy of the information that is contained in your medical record. However a fee may be charged for the copying of your medical records.

III. HOW IS MEDICAL INFORMATION USED?

American Hospital uses medical information for patient care, to plan care and treatment, to carry out routine health care functions, and for payment purposes.

IV. WHY DO I HAVE TO SIGN A CONSENT FORM?

When you sign the Consent for Release of Information, you are giving American Hospital Dubai permission to release or disclose (provide to others) your medical information. All patients must authorize the release of their medical information.

V. HOW DO I GET COPIES OF MY MEDICAL RECORDS?

You can request copies of your medical records through the Medical Records Department, the Clinic, the Inpatient Wards, Medical Imaging, or the Laboratory. You will have to pick up your records in the Medical Records Department. Medical Records is open from 8 am until 5 pm Saturday through Wednesday. On Thursdays Medical Records is open from 8 am to 12:30 pm.

VI. WHEN CAN I GET MY REPORTS?

If the report is available we can print or copy your reports immediately. If the report has not been dictated the physician will be asked to dictate the report. From the time of dictation it could take up to 48 hours for your report to be ready for release.

VII. CAN I HAVE A REPRESENTATIVE COLLECT MY RECORDS?

We can release your reports to a representative if the representative has a signed authorization from you authorizing the release. The representative must present valid identification and a copy of your country of origin passport or Emirates Identity Card (EIC).

VIII. CAN I HAVE MY RECORDS FAXED OR EMAILED?

We can email your reports in a secure file to your email address that is on file upon receipt of a signed consent form from you. A password to open the file will be sent to you. We can fax your reports upon receipt of a signed consent form.

IX. WHOM DO I CALL FOR MORE INFORMATION?

You can contact the Medical Records Department at 04-3776824 or 04-3775511. Since there are a high volume of calls please leave a voice mail message and your call will be returned as soon as possible.



Delivering better health in the Middle East

To download the **Consent Form** from the American Hospital Dubai's website, Please follow the following steps below.

- 1 - Click the **Medical Records** button as shown in Fig. A
- 2 - On the Medical Records page, scroll down until **"Click here to download the consent form"**.
- 3 - click **"Click here to download the consent form"** to download as in Fig. B



Fig. A

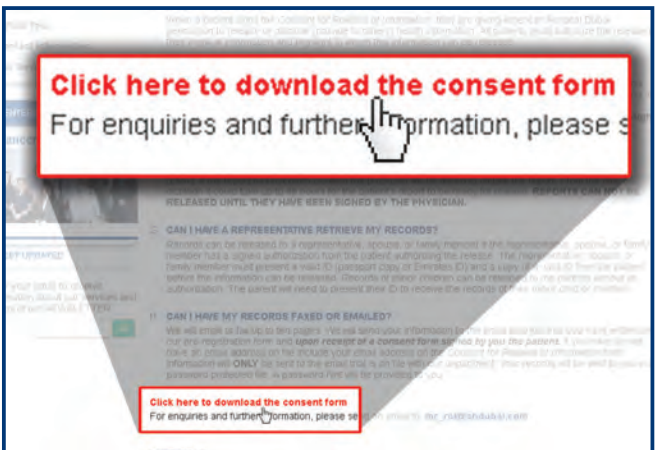


Fig. B