


Category	Health, Safety, and Environment	Policy Number	SUP-HSE-201	 جامعة زايد ZAYED UNIVERSITY
Classification	Public	Version	3.0	
Responsible Office	Provost	Policy Owner	SCC	
Date Approved	22 August 2024	Effective Date	13 September 2024	
Date Last Reviewed	6 August 2024	Due Date for Next Review	22 August 2027	

POLICY

University Health Clinics

1. Purpose

This policy ensures Zayed University’s commitment to provide high quality health and wellness services to the entire Zayed University community.

2. Scope of Application

This policy applies to the entire University community.

3. Definitions

Clinics	University Health Clinics
DHA	Dubai Health Authority
DOH	Department of Health – Abu Dhabi
Provost	Provost and Chief Academic Officer
SCC	Student Counseling Center
University	Zayed University
University Community	Zayed University students and employees

4. Policy

4.1 Zayed University (“**University**”) is committed to enhancing the health and wellbeing of the entire University community.

4.2 The University Health Clinics (“**Clinics**”) will identify potential risks and hazards that might compromise the health and wellbeing of all members of the University community, and take the necessary measures to eliminate or mitigate those risks to promote a safe and healthy environment.

4.3 The Clinics will provide adequate medical facilities, a safe environment, specialized equipment, and qualified licensed medical staff to ensure the provision of high-quality medical services to the University community.

- 4.4 The Clinics will provide health services on campus during normal University working hours and at other officially sanctioned times.
- 4.5 The Clinics must have clear guidelines regarding internal and external reporting between the University and the designated health services provider.
- 4.6 The University will establish agreements for the Clinics on both campuses for the services being outsourced where agreements between the University and the health provider will be considered as part of the contract.

5. **Liability**

- 5.1 The Clinics will employ, subcontract, or hire in secondment Department of Health, Abu Dhabi (“**DOH**”) or Dubai Health Authority (“**DHA**”) licensed doctors and nurses only.
- 5.2 Culturally appropriate standards will be adhered to in conduct with all patients and guardians.
- 5.3 Patients and/or guardians of students under 21 years of age will have access to adequate information and resources as needed within the means and limits of the Clinics, including referral services.

6. **Confidentiality**

- 6.1 The Clinics will maintain confidentiality and custody of all medical records and administrative data related to its patients and services.
- 6.2 Confidential records including but not limited to printed, written and digital documents, reports, databases, statistics, and observations, and any other digital or analogue material related to a patient shall be kept in a secure location with restricted access, available to authorized personnel only.
- 6.3 Medical records and information related to the patient part of the medical records must not be released unless:
 - a) Authorized or pre-authorized by the patient or guardian of students under 21 years of age;
 - b) Required for continuity of care by another health care provider;
 - c) Requested by the law courts;
 - d) The patient presents thoughts or actions of self-harm.
- 6.4 As per the health authority regulations (DOH in Abu Dhabi and DHA in Dubai) the English language will be used as the main language of the records.

7. **Administration of Medication**

- 7.1 Medication can only be administered to patients by licensed DOH or DHA designated healthcare professionals.

7.2 The clinics provide over-the-counter first-aid medications only; providing prescription medications is beyond the scope of the clinics.

8. Academic Support for Students with Health Conditions

8.1 To avail academic accommodations students with health conditions must submit valid and up-to-date medical reports to the clinics through the online application process.

8.2 The student's condition will be reviewed and assessed by the Clinic's doctor and a report containing the appropriate accommodations will be produced. Reports must be approved by the Director of the Student Counseling Center. Reports will be shared directly with the student.

8.3 All student information and medical reports will be shared only with the Student Counseling Center, and it will be kept strictly confidential and will not be released without the student's consent.

9. Incidents and Reporting

9.1 All medical emergencies, incidents, hazardous situations, and near-miss situations that occur under the authority of the University that result in injury, potential for injury, ill health, physical or emotional damage, or loss of life, must be reported to the Clinics.

9.2 A standard incident report form must be completed and submitted to the Clinics within 24 hours of the incident.

9.3 The Clinics will be the sole owner of and will be responsible for following up on incident reports with the appropriate departments.

9.4 The Clinics report crises and emergencies to the Student Counseling Center as well as to the Health and Safety Officers on campus.

10. Patient Referral and Transfer

10.1 A patient and/or guardians seeking services beyond the scope and qualifications of the Clinics will be referred to an appropriate external healthcare provider.

10.2 The Clinics' personnel must ascertain that only authorized ambulatory services perform the stabilizations and transfer of an emergency medical situation beyond the scope and ability of the clinic personnel.

10.3 The Clinic's personnel must ensure that a detailed report of a patient who is transferred to an external medical care provider is received and retained in the appropriate Clinic records.

10.4 Follow-up checks on a patient's medical condition will be routinely performed, and records updated if the patient is still associated with the University.

11. Emergency

- 11.1** In the case of an emergency medical situation on campus, the appropriate campus protocol will be adhered to.
- 11.2** A printout of the protocol must be displayed in designated areas on each campus including but not limited to classrooms, hallways, and staircases.
- 11.3** During normal University working hours relevant to each campus, emergency personnel from the Clinics will be the first responders to an incident, as per the campus protocol.
- 11.4** Outside of normal University working hours, security personnel must follow the appropriate campus emergency protocol.
- 11.5** During University (on and off-campus) and non-University (on-campus) sponsored events, an assigned first aid responder must be present.

12. Local, Regional, Global Emergencies and Crises

- 12.1** In cases of local, regional, and global emergencies and crises, the Clinics will develop appropriate processes and programs to ensure the continuity of services in line with the Ministry of Health and Prevention guidelines, in addition to other governmental health authorities (DOH, DHA), and the University's regulations and guidelines.
- 12.2** In case of a shutdown, the Clinics will be closed, and the patients will be referred to external health services.
- 12.3** In case of crises that require working remotely (such as a pandemic), the Clinics will provide health services by phone, or virtually using the University E-Health System.
- 12.4** The Clinics will collaborate with different campus departments during crises and follow the campus emergency response protocol when dealing with crises.

13. Related Policies and Laws

- SUP-HSE-101 Health and Safety
- SUP-HSE-102 Emergency Response and Evacuation
- SUP-HSE-103 Environment
- UAE Code of Transactions
- Federal Code of Personal Status

14. Administration

This policy is administered by the Student Counseling Center (“SCC”).

15. Revision History

Date	Revision	Ver.
13 September 2024	Chair of the Board's Decision issued (#22 of 2024).	
22 August 2024	Approved by ARSAC (BOT).	3.0
6 August 2024	Responded to feedback from the ARSAC (added Definitions section).	
22 June 2023	Endorsed by the Executive Committee.	
29 May 2023	Endorsed by a joint session of the Provost's and Academic Councils.	
8 May 2023	Endorsed by the Deans' Council.	
3 April 2023	<ul style="list-style-type: none"> • Changed name from Health and Wellness Centers to University Health Clinics to more accurately describe the clinics' functions, and clarified language accordingly. • Moved important information from the Procedures: Liability (4), Confidentiality (5), Administration of Medicine (6), Incidents and Reporting (8), Patient Referral and Transfer (9), Emergency (10), and Global Crises (11). • Updated to reflect current practices: <ul style="list-style-type: none"> ○ Added Article 6.2 about over-the-counter medications, Added Section 7 about academic support for students, ○ Added Article 8.4 about reporting crises and emergencies, ○ Added Articles 11.1 to 11.3 about local, regional, and global emergencies and crises. • With the approval of these amendments, the Procedures will not be required and so will be retired. 	
24 November 2022	Administrative change: <ul style="list-style-type: none"> • Updated the information header and policy numbers to be in line with the new format. • Updated the policy number from ACA-STU-10 to SUP-HSE-201. 	
17 October 2019	President's Decree issued (PD#52 of 2019).	2.0
16 June 2015	New policy required by CAA, approved by University Council.	1.0