


Category	Health, Safety, and Environment	Policy Number	SUP-HSE-201	 جامعة زايد ZAYED UNIVERSITY
Distribution	External	Version	1.0	
Responsible Office	Provost	Policy Owner	SCC	
Date Approved	18 August 2016	Effective Date	14 August 2016	
Date Last Reviewed	New Procedures	Due Date for Next Review	18 August 2019	

PROCEDURES

Health and Wellness Center

1. Confidentiality

- 1.1** The university Wellness Center will maintain confidentiality and custody of all medical records and administrative data related to its patients and services.
- 1.2** 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.
- 1.3** 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;
 - b) Required for continuity of care by another health care provider;
 - c) Requested by the courts;
 - d) The patient presents thoughts or actions of self-harm.
- 1.4** As per the Health Authority - Abu Dhabi (HAAD) and the Dubai Health Authority (DHA), the English language will be used as the main language of the records.

2. Liability

- 2.1** The university Wellness Center will employ, subcontract, or hire in secondment HAAD/DHA licensed doctors and nurses only.
- 2.2** Culturally appropriate standards will be adhered to in conduct with all patients and guardians.
- 2.3** Patients and/or guardians will have access to adequate information and resources as needed within the means and limits of the university Wellness Center, including referral services.

3. Emergency

- 3.1** In the case of an emergency medical situation on campus, the appropriate campus protocol will be adhered to.
- 3.2** A printout of the protocol shall be displayed in designated areas on each campus including but not limited to classrooms, hallways, and staircases.

- 3.3 During the core business hours relevant to each campus (7:30am – 5:30pm), emergency personnel from the Wellness Center will be the first responders to an incident, as per the campus protocol.
- 3.4 During non-core business hours (5:30pm – 7:30am, weekends, and official ZU calendar holidays), security personnel will follow the appropriate campus emergency protocol.
- 3.5 During university (on and off-campus) and non-university (on-campus) sponsored events, an assigned first aid responder will be present.

4. First Aid

- 4.1 First Aid is the preliminary emergency care given to the ill or injured until complete medical aid is available.
- 4.2 The university Wellness Center must attain to the following standards:
 - a) Abide by international and local (UAE, Abu Dhabi, and Dubai) requirements and standards; in line with the Abu Dhabi Emirate Environment, Health and Safety Management System of Abu Dhabi Municipality in accordance with ministerial decision No. (37/2) of 1982.
 - b) Secure, maintain, and allocate First Aid kits on each campus to certain designated locations appropriate to the number of people present in that area.
 - c) Seek and organize an adequate number of assigned First Aid responders in designated areas across campuses.
- 4.3 The university Wellness Center, Student Affairs Deanship, and/or the Campus Physical Development and Services Department will conduct routine checks of the First Aid kits and will report to the concerned personnel accordingly.
- 4.4 Signs clearly indicating the locations of the First Aid kits, and the procedures that need to be followed, will be posted on the campuses.

5. Patient Referral and Transfer

- 5.1 A patient and/or guardians seeking services beyond the scope and qualifications of the university Wellness Center will be referred to an appropriate external healthcare provider.
- 5.2 The university Wellness Center 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 Wellness Center personnel.
- 5.3 Wellness Center 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 Wellness Center records.
- 5.4 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.

6. Administration of Medication

Medication can only be administered to patients by licensed HAAD/DHA designated healthcare professionals.

7. Incidents and Reporting

- 7.1** 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, should be reported to the university Wellness Center.
- 7.2** A standard incident report form should be completed and submitted with 24 hours to the Wellness Center.
- 7.3** The Wellness Center will be the sole owner of and will be responsible for following up on incident reports with the appropriate departments.

8. Revision History

Date	Revision
24 November 2022	Administrative change: <ul style="list-style-type: none">• Updated the information header to be in line with the new format.• Updated the policy number from ACA-STU-10 to SUP-HSE-201.
18 August 2016	New procedures approved by the Vice-President (VPD#83 of 2016) (Version 1.0).