

# NEWSLETTER

April 2019



مركز العبدلي الطبي  
ABDALI MEDICAL CENTER  
Member of Clemenceau Network



## WELCOME FROM THE VICE CHAIRMAN

Welcome to the first issue of our Abdali Medical Centre newsletter! As we approach our opening day, we are delighted to inform you about some of our exciting developments in order to deliver our mission, in bringing you the best practice patient centered healthcare and to promote research, education, and a culture of excellence in the MENA. This is a natural continuation of our successful work in Lebanon with Clemenceau Medical Center, affiliated with Johns Hopkins international.

The team at Abdali Medical Centre is passionately working together to welcome our first patients. We are honoured to have teamed up with extremely qualified subspecialist physicians and clinical professionals that are committed to work in multidisciplinary teams, while following best practice evidenced based pathways to deliver excellent care. Our services will remain affordable; in line with other private hospitals in Jordan.

We are commissioning our state-of-the-art facility, equipment and systems; developing an effective operational model to provide our patients with the most comfortable and safe environment. We shall constantly strive to provide a positive patient experience. We have brought the latest medical equipment and IT systems to better diagnose and treat our patients, while supporting our clinicians' research and teaching interests. We are committed to deliver compassionate care, medical excellence, quality and innovation, and ultimately achieve great outcomes.

On behalf of our team, we look forward to welcoming you at Abdali Medical Center in July and we thank you for your trust.

**AHMAD ABU GHAZALEH**

Abdali Medical Centre Vice Chairman



## WHAT MAKES ABDALI MEDICAL CENTER UNIQUE

### **MULTIDISCIPLINARY MODEL OF CARE**

Our team of subspecialists work together to provide the highest standard of healthcare from prevention to diagnosis, treatment and post discharge care. Our doctors follow best practice evidence-based care, support research and training programs, and will publish outcomes.

### **CLINICAL QUALITY**

Our team is composed of highly experienced and qualified doctors who have trained at top-tier international hospitals. We adhere to robust clinical quality and operational governance standards to ensure the safety of our patients.

### **PATIENT EXPERIENCE**

We provide the best customer service in a unique environment with a focus on communication, patient information, engagement and affordability. We offer a one-stop shop for outpatient clinics, diagnosis, inpatient, specialist centers and support services. We have on-site underground parking.

### **TECHNOLOGY AND INNOVATION**

The hospital is adopting the latest technologies in medical equipment and IT systems. We have an on-site training centre and support research and clinical trials

### **CULTURE OF EXCELLENCE**

Driven by our values of integrity, quality, compassion, teamwork and accountability.

# OUR DOCTORS ARE PREPARING...

## SPECIALTIES FROM 2019

### MUSCULOSKELETAL CARE



Upper & Lower Limb Surgery  
Spinal Surgery  
Rheumatology

### CARDIAC CARE



Cardiology  
Cardiothoracic Surgery  
Thoracic Surgery  
Vascular Surgery

### GASTROINTESTINAL CARE



Gastroenterology  
Hepatology  
Colorectal Surgery  
Bariatric Surgery  
Hepatobiliary Surgery

### WOMEN'S HEALTH



Gynecology  
Breast Surgery

### AESTHETICS



Plastic Surgery  
Dermatology

### EAR, NOSE & THROAT



### UROLOGY



### GENERAL SURGERY



### ENDOCRINOLOGY & DIABETOLOGY



### INTERNAL MEDICINE



### HAEMATOLOGY ONCOLOGY



### INFECTIOUS DISEASES



### NEPHROLOGY



### PULMONOLOGY



### FAMILY MEDICINE



### ANAESTHESIOLOGY & PAIN MANAGEMENT



## FOUNDATIONAL SERVICES - JULY 2019

RADIOLOGY, LABORATORY & PATHOLOGY, EMERGENCY MEDICINE, INTENSIVE CARE MEDICINE,  
REHABILITATION, ALLIED HEALTH PROFESSIONS, PHARMACY

## SERVICES - FROM 2020

OBSTETRICS AND GYNAECOLOGY, PAEDIATRIC SUBSPECIALTIES, DENTAL, OPHTHALMOLOGY



# OUR FACILITY IS READY!

<p><b>200 beds,</b> 8 Junior, 14 VIP, 1 Royal</p>	<p><b>14 ORs</b></p>	<p><b>20 ICUS</b></p> <p><b>ICU</b></p>	<p><b>14 CCUs</b></p> <p><b>CCU</b></p>	<p><b>3 Cath labs</b></p>
<p><b>11 Day Case Units</b></p>	<p><b>160 clinics</b></p>	<p><b>11 ER</b></p>	<p><b>Reference lab 24/7</b></p>	<p><b>Pharmacy</b></p>

**SPECIALTY CENTERS**

- Cardiac
- Endoscopy (4 suits)
- Urology, Lithotripsy
- Dialysis (8 bays)
- Pulmonary care
- Women's Health
- ENT
- Plastic Surgery, aesthetics
- Rehabilitation department
- Ophthalmology (phase 2)
- Dental (8 chairs, phase 2)

**DIAGNOSTIC DEPARTMENT**

- 2 CT Scan
- 1 MRI
- 1 General x-ray
- 1 Fluoroscopy
- 2 Digital mammography
- 1 Densitometry
- 1 PET Scan
- 1 Gamma cam
- 2 Ultrasounds

<p><b>Visitors Cafe</b></p>	<p><b>Conference &amp; Training Center</b></p>	<p><b>On-site Parking: 720 car capacity</b></p>	<p><b>Botanic Garden</b></p>	<p><b>Solar Powered: 8MW solar PV wheeling project</b></p>
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## WE ARE BUILDING A HIGH CALIBRE TEAM TO DELIVER EXCELLENT CARE

HR HAS BEEN INCREDIBLY BUSY RECRUITING AND TRAINING:

- Screened over 10,000 CVs from which we are choosing the best talent.
- Appointed 75% of employees to start up operations.
- c.5% relocations from top hospitals internationally, to bring best practice to Abdali Medical Center.
- 40% female appointments, on track towards our 50% target.
- Started Electronic Medical Records and IT systems trainings.
- Preparing our customer service training program for all our front-line staff.
- Founding the Abdali Medical Resuscitation Center (AMRC); in the process of being the first center accredited by the prestigious European Resuscitation Council in the region. We have trained 34 healthcare providers and 3 instructors already.



## HOSPITAL SERVICES ARE BEING FINE TUNED TO ENSURE A GREAT PATIENT EXPERIENCE

Patient Access and Patient Financial Services teams have been busy developing all workflows to ensure easy appointments, admissions, financial advice, insurance and billing processes.



Our partner providers Mossanda, MAB and Scorpion are developing excellent catering, housekeeping and security services. Café del Monte are preparing a wonderful selection of healthy meals and drinks at their beautiful visitors' café at the Ground floor.

Our biomedical engineering, supply chain management and pharmacy departments are ensuring we have all the supplies and medications needed to serve our patients.



## BUSINESS DEVELOPMENT AND MARKETING ACTIVITIES ARE STEADILY ADVANCING

We are meeting and organizing site visits for top insurance companies, and the largest corporates and international embassies in Jordan to present our project and commitment to serve.

We received a very encouraging visit from the Ministry of Health to begin the licensing process.

We partook in medical tourism conferences in both Tunisia and Kurdistan.

We were honored to participate in the Jordan Growth-London Initiative, representing medical opportunities for Jordan.



## MISSION:

Provide best practice patient-centred care; and promote research, education and a culture of excellence in the MENA.

## VISION:

Strive to be the region's leader in clinical excellence, patient experience and innovation to improve the quality of life of the people we serve.

**VALUES:** Integrity, Compassion, Quality, Collaboration, Accountability.

## Where to find us:

We are Located at Al Abdali Boulevard, Sulaiman Al Nabulsi street.



Email: [info@abdalimedical.com](mailto:info@abdalimedical.com)

Taking appointments for July starting May.

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[abdalimedical.com](http://abdalimedical.com)



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