I want my people to live better life now, to go to the highest school now, to go to the good healthcare now, not after 20 years.

— His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai

Source: Dubai Health Strategy 2016 - 2021

— His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of Dubai Executive Council
His Highness Sheikh Hamdan Bin Rashid Al Maktoum, Deputy Ruler of Dubai, UAE Minister of Finance, President of the Dubai Health Authority

Sheikh Maktoum Bin Mohammed Bin Rashid Al Maktoum, Deputy Ruler of Dubai
Dubai remains one of the world's fastest developing and flourishing cities in the world. Our beloved city has become a model of modernity, luxury and prosperity, giving us the capabilities to achieve our goals for a better future in health.

The Dubai Health Authority strives to meet the needs of those searching for an exceptional treatment experience and an ideal healing environment, which promotes the wellbeing and happiness of our patients.

The authority strives to achieve this under the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. The support of His Highness Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai and His Highness Sheikh Hamdan bin Rashid Al Maktoum, Deputy Ruler of Dubai, UAE Minister of Finance and President of the DHA, also aids the authority in achieving its goals.

Stemming from the interest in the health and livelihood of our medical tourists, we strive to provide quality healthcare services and ensure that health facilities in Dubai are equipped with the latest technology and solutions. We also aim to ensure that Dubai’s health sector is supported by experienced medical, technical and administrative staff who ensure the health, safety, privacy and happiness of our patients and medical tourists in both our private and public health facilities.

The Dubai Health Authority is aware that medical tourists look for an exceptional treatment experience, which is why it ensures to provide quality integrated healthcare services. We have also streamlined all procedures that aid us in recruiting medical expertise from all specialties. Simplifying these procedures helps in attracting world-class international and multinational health facilities — adding to the list of prominent hospitals in Dubai — hence aiding in providing a package of diverse options that meet patients’ needs.

The trust of our clients and customers in our medical facilities, and their satisfaction in the levels of services we provide, motivates us to be at the forefront of the world’s health institutions.

His Excellency Humaid Al Qutami
Director-General
Dubai Health Authority
The Dubai Health Experience (DXH) is the prestigious brand conceived by the Dubai Health Authority (DHA) to strengthen Dubai’s position on the global health tourism landscape. As a result, DXH Group, a consortium of healthcare facilities within the emirate of Dubai, was created. The initiative focuses on building strong ties with Dubai’s finest healthcare providers to jointly offer an unparalleled experience for health tourists.

The DXH group currently comprises 72 healthcare facilities from the private sector, positioning Dubai as a leading destination for health tourism, through the delivery of world-class services in a regulated and transparent manner. DHA conducts an annual comprehensive evaluation process that requires DXH group members to maintain rigorous standards and involves on-site inspections and ongoing evaluations to ensure quality, safety and service standards.

Dubai’s attractive location, especially its easy connectivity to the East and the West; its bustling tourism scene and advanced healthcare sector, plus high standards of patient safety, talented professionals, and a robust wellness tourism sector, are all factors that attract health tourists to the emirate. Initiatives such as DHA’s comprehensive Patient Protection Plan, Online Complaint Management System and Second Medical Opinion (SMO) Program add further value to the efforts.

Furthermore, the DXH online portal (www.dxh.ae) and mobile app (DXH) offers comprehensive medical packages that have been created with the help of 72 healthcare facilities that form the DXH group. The website is available in different languages, including Russian and Chinese, and has a live chat support feature for 24X7 assistance. The DHA has signed an MoU with The Health Bank to provide SmartCare packages to health tourists, providing a care manager, customised information, customer service, travel arrangements and post-treatment follow-up services in a tailored and convenient manner.

In its entirety, Dubai Health Experience (DXH) embodies DHA’s efforts aimed at providing advanced and comprehensive health and wellness services to ensure a healthier and happier experience to all patients as well as health tourists in the emirate of Dubai, thus allowing them to fully ‘Embrace Life’. The brand DXH continues to contribute to the emirate’s profile as a competitive hub for global and regional medical tourism services and business expansion initiatives.
In support of creating a seamless journey for health tourists, the Dubai Health authority created an innovative online platform www.dubaihealthbooking.com, that automates and personalises appointment bookings for health tourist in Government and private healthcare facilities, thus enhancing the patient experience.

This online booking platform and mobile app is one system that creates a unified and central patient profile and integrates with healthcare providers Electronic Medical Records Systems in Dubai. It allows the user to navigate directories of listed health professionals for appointment bookings within the Government and private health facilities in Dubai. This platform reduces waiting time with instant confirmed doctor’s appointments.

The aim of the initiative is driven by the vision to connect the patient to the healthcare service provider via a trusted source and enable them to make an informed decision based on availability of healthcare professional and reviews submitted by the.
I am delighted to introduce the first edition of the Knight Frank Dubai Health Tourism Guide 2019/2020. Our guide provides insights on healthcare and wellness facilities that form part of the Dubai Health Experience, which aims to strengthen the position of Dubai on the medical tourism world map.

Dubai is a recognised medical tourism destination and ranks 16th on the Medical Tourism Index, as it stands out on parameters of “quality of facilities and services” as well as “destination environment.” Our research reveals that international patients are increasingly visiting Dubai for orthopaedic, infertility treatments and dental care. We believe that the healthcare sector will be driven through consolidation, public private partnership opportunities, international operator interest and the introduction of highly specialised health services. It is with this, that we hope you find this guide of interest, as we continue to witness this sector grow into a global leader, for the provision of healthcare and wellness services.

Shehzad Jamal
Partner, Healthcare Consultancy
Knight Frank
## CONTENTS

<table>
<thead>
<tr>
<th>HOSPITALS</th>
<th>CLINICS</th>
<th>WELLNESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Al Garhoud Private Hospital</td>
<td>Aesthetics International Plastic Surgery Clinic</td>
<td>The Dome MedDental Clinic</td>
</tr>
<tr>
<td>Al Zahra Private Hospital Dubai</td>
<td>American Upright MRI</td>
<td>The Healers' Clinic</td>
</tr>
<tr>
<td>American Hospital, Dubai</td>
<td>Bella Roma Medical &amp; Aesthetic Surgery Center</td>
<td>Zia Medical Center</td>
</tr>
<tr>
<td>Burjeel Hospital for Advanced Surgery</td>
<td>Bioline Aesthetic Clinic</td>
<td></td>
</tr>
<tr>
<td>Canadian Specialist Hospital</td>
<td>Bloom Aesthetic and Laser Clinic</td>
<td></td>
</tr>
<tr>
<td>Dubai London Clinic and Specialty Hospital</td>
<td>Boum Hall Fertility Clinic</td>
<td></td>
</tr>
<tr>
<td>Emirates Hospital</td>
<td>Cocoonia Day Surgical Center</td>
<td></td>
</tr>
<tr>
<td>International Modern Hospital</td>
<td>CosmaSurge</td>
<td></td>
</tr>
<tr>
<td>King's College Hospital London, UAE</td>
<td>DNA Health and Wellness</td>
<td></td>
</tr>
<tr>
<td>Medicon Orthopaedics and Spine Hospital</td>
<td>Dr. Amina Al Amiri Clinic</td>
<td></td>
</tr>
<tr>
<td>Medicon Parkview Hospital</td>
<td>Dr. Joy Dental Clinic</td>
<td></td>
</tr>
<tr>
<td>Medicon Welcare Hospital</td>
<td>Liberty Dental Clinic - Dubai</td>
<td></td>
</tr>
<tr>
<td>Neuro Spinal Hospital</td>
<td>Maison Lutetia</td>
<td></td>
</tr>
<tr>
<td>NMC Royal Hospital</td>
<td>Medicon Eye Center</td>
<td></td>
</tr>
<tr>
<td>NMC Specialty Hospital Al Nahda</td>
<td>Medicon Dubai Mall</td>
<td></td>
</tr>
<tr>
<td>Prime Hospital</td>
<td>Oris Dental Clinic</td>
<td></td>
</tr>
<tr>
<td>Saudi German Hospital</td>
<td>Quoronsalud Ophthalmological Institute Dubai</td>
<td></td>
</tr>
<tr>
<td>Thumbay Hospital, Dubai</td>
<td>Same Day Dental Clinic</td>
<td></td>
</tr>
<tr>
<td>Zulekha Hospital, Dubai</td>
<td>SHAMMA Clinic</td>
<td></td>
</tr>
</tbody>
</table>

- Page 62
- Page 64
- Page 65
- Page 66
- Page 68
- Page 70
- Page 72
- Page 74
- Page 68
- Page 70
- Page 72
- Page 76
- Page 78
- Page 80
- Page 82
- Page 84
- Page 86
- Page 88
- Page 90
- Page 92
- Page 94
- Page 96
HOSPITALS
Operational data provided by healthcare operators pertains to financial year 2018.
Al Garhoud Private Hospital

Opening year: 2012

Specialisation of the facility: Multi-speciality

Accreditation: Joint Commission International Accreditation

Health professionals:
- Doctors: 95
- Nurses: 97
- Allied Health Professionals: 59

Number of beds: 96

Room breakdown:
- Wards: 5
- Semi private: 0
- Single suite: 2
- VIP suite: 7
- ICU beds: 4
- NICU beds: 5
- PICU beds: 4
- Day care beds: 11
- Emergency beds: 6
- Labour delivery room: 5
- Operation theatres: 4

Patient profile:
- Total patient volume: 185,000

Medical tourist profile:
- Patient volume: 0 - 500

Medical tourist origin: Not available

Top 5 specialties visited:
- ENT, Neurosurgery, Ophthalmology, Orthopaedics

GROUP INFORMATION:

Group name: Health & Medical Services Co.

Year of establishment: 2012

Geographical presence: Dubai

Name of brands within UAE:
- Al Garhoud Private Hospital
- Al Garhoud Private Hospital Clinic
- FIFA Medical Center Of Excellence Dubai

Dr. Ahmed Abdel Salam Ghanem
CEO
Al Zahra Private Hospital Dubai
Al Barsha

Opening year: 2013
Specialisation of the facility: Multi-speciality
Accreditation: Joint Commission International Accreditation
Health professionals:
- Doctors: 206
- Nurses: 361
- Allied Health Professionals: 112
Number of beds: 120

Room breakdown:
- Wards: 6
- Semi private: 0
- Single suite: 89
- VIP suite: 12
- ICU beds: 10
- NICU beds: 6
- PICU beds: 0
- Day care beds: 4
- Emergency beds: 17
- Labour delivery room: 4
- Operation theatres: 6

Patient profile:
- Total patient volume: 366,000

Medical tourist profile:
- Patient volume: 2,000 - 2,500

Medical tourist origin:
- British Virgin Islands, India, KSA, Nigeria, USA

Top 5 specialties visited:
- ENT, General Surgery, OB/GYN, Orthopaedics, Paediatrics

At the forefront of global tourism, Dubai offers a variety of hospitality and leisure activities, excellent infrastructure and an open and diverse culture, all within a safe environment. Maturing by the day, healthcare in Dubai has attained a respected reputation both regionally and globally, with most of Dubai’s hospitals being accredited by reputed recognised bodies, ensuring the guarantee of high quality services and patient safety.

Dr. Mohaymen Abdelghany
CEO
American Hospital, Dubai
Oud Mehta

Opening year: 1996
Specialisation of the facility: Multi-speciality
Accreditation:
- Joint Commission International Accreditation
- College of American Pathologists Accreditation
Health professionals:
- Doctors 102
- Nurses 303
- Allied Health Professionals 151
Number of beds: 254

Room breakdown:
- Wards 10
- Semi private 0
- Single suite 3
- VIP suite 12
- ICU beds 19
- NICU beds 10
- PICU beds 0
- Day care beds 30
- Emergency beds 22
- Labour delivery room 8
- Operation theatres 6

Patient profile:
- Total patient volume 147,000

At the American Hospital, we are committed to delivering on the 2021 vision of Dubai’s leadership, through our state-of-the-art hospital, which integrates our three core pillars of efficient healthcare delivery; modern technology and experienced professionals providing warm, genuine, personalised service. Through our specialist practices we focus on providing advanced care for residents as well as highlighting Dubai’s appeal as a healthcare destination, offering superb levels of medical diagnosis and treatment to visitors.

Allan Boston
CEO

Medical tourist profile:
- Patient volume: 8,500 – 9,000
- Medical tourist origin:
  - KSA, Kuwait, Nigeria, Oman
- Top 5 specialities visited:
  - Cardiology, General Surgery, Oncology, Orthopaedics, Plastic Surgery
By being able to attract top doctors and surgeons from around the world, Dubai is now one of the premier medical tourism destinations in the world and is quickly becoming a central medical hub in the Middle East. The Dubai government consistently encourages the development of a sustainable healthcare roadmap, and by keeping with global trends, we adopt best service methods and implement the latest infrastructure to meet and even exceed international healthcare standards.

Dr. Shamsheer Vayalil Parambath
Chairman and Managing Director

Burjeel Hospital for Advanced Surgery
Sheikh Zayed Road

Room breakdown:
- Wards: 0
- Semi private: 0
- Single suite: 18
- VIP suite: 6
- ICU beds: 3
- NICU beds: 0
- PCU beds: 0
- Day care beds: 3
- Emergency beds: 1
- Labour delivery room: 0
- Operation theatres: 3

Patient profile:
- Total patient volume: 20,000

Medical tourist profile:
- Patient volume: 500 - 1,000

Medical tourist origin:
- Egypt, India, Jordan, Kuwait, UK

Top 5 specialities visited:
- Foot and Ankle Orthopaedics
- Hand Surgery
- Joint Replacement
- Paediatric Orthopaedics
- Sports Medicine and Spine

GROUP INFORMATION:
- Group name: VPS Healthcare
- Year of establishment: 2007
- Geographical presence: Abu Dhabi, Al Ain, Dubai, Sharjah
- Name of brands within UAE:
  - Burjeel Day Surgery Center
  - Burjeel Homecare Center
  - Burjeel Hospital
  - Burjeel Hospital for Advanced Surgery
  - Burjeel Medical Center
  - Burjeel Oasis Medical Center
  - Burjeel Specialty Hospital
  - Kids Park Medical Center
  - Lifecare Hospital
  - LLH Hospital
  - Marina Health Promotion Center
  - Medico Hospital
  - Tajmeel Medical Center

Opening year: 2013
Specialisation of the facility: Orthopaedics and Spine
Accreditation:
- Joint Commission International Accreditation
- Temos

Health professionals:
- Doctors: 33
- Nurses: 62
- Allied Health Professionals: 31

Number of beds: 30
The UAE healthcare sector is expanding and with this there is an increase in demand for quality and efficiency. Dubai is at the forefront of health tourism and is taking the necessary steps to be crowned as one of the most sought after healthcare destinations in the world. The healthcare authorities focus on protecting the rights of the patient and providing premier healthcare services within the emirate. This augurs well for the economy and further nurtures the healthcare ecosystem. Global accreditations further boost Dubai’s leadership position as the health tourism hub in the region.

Dr. Yashar Ali
CEO

Canadian Specialist Hospital
Hor Al Anz East

<table>
<thead>
<tr>
<th>Room breakdown:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Wards</td>
<td>16</td>
</tr>
<tr>
<td>Semi private</td>
<td>52</td>
</tr>
<tr>
<td>Single suite</td>
<td>7</td>
</tr>
<tr>
<td>VIP suite</td>
<td>4</td>
</tr>
<tr>
<td>ICU beds</td>
<td>5</td>
</tr>
<tr>
<td>NICU beds</td>
<td>6</td>
</tr>
<tr>
<td>PICU beds</td>
<td>0</td>
</tr>
<tr>
<td>Day care beds</td>
<td>7</td>
</tr>
<tr>
<td>Emergency beds</td>
<td>13</td>
</tr>
<tr>
<td>Labour delivery room</td>
<td>4</td>
</tr>
<tr>
<td>Operation theatres</td>
<td>5</td>
</tr>
</tbody>
</table>

| Patient profile: |    |
| Total patient volume | 206,000 |

| Medical tourist profile: |    |
| Patient volume | 500 - 1,000 |

| Medical tourist origin: |    |
| India, Nigeria, Philippines, UK, USA |

| Top 5 specialties visited: |    |
| Dentistry, Neurosurgery, Orthopaedics, Laparoscopic & General Surgery, Laparoscopic Obstetrics/Gynaecology |

Opening year: 2009

Specialisation of the facility: Multi-speciality

Accreditation: Joint Commission International Accreditation Temos

Health professionals:
- Doctors: 79
- Nurses: 250
- Allied Health Professionals: 100

Number of beds: 141

The UAE healthcare sector is expanding and with this there is an increase in demand for quality and efficiency. Dubai is at the forefront of health tourism and is taking the necessary steps to be crowned as one of the most sought after healthcare destinations in the world. The healthcare authorities focus on protecting the rights of the patient and providing premier healthcare services within the emirate. This augurs well for the economy and further nurtures the healthcare ecosystem. Global accreditations further boost Dubai’s leadership position as the health tourism hub in the region.

Dr. Yashar Ali
CEO
Dubai is a key destination for healthcare tourism in the region, due not only to its ideal global position, but also because it offers excellent infrastructure and accessibility. Led by visionary leaders who support the growth and stability of the economy through investment, achievements in healthcare are now comparable to those in developed countries. The Dubai London Clinic and Specialty Hospital is known as the Center of Excellence for minimal access surgery, for gynaecological oncology and major gynaecological diseases.

Dubai London Clinic and Specialty Hospital
Umm Suqeim

Room breakdown:
- Wards: 0
- Semi private: 0
- Single suite: 7
- VIP suite: 1
- ICU beds: 1
- NICU beds: 0
- PICU beds: 0
- Day care beds: 4
- Emergency beds: 2
- Labour delivery room: 0
- Operation theatres: 3

Patient profile:
- Total patient volume: 95,500

Medical tourist profile:
- Patient volume: 500 - 1,000

Medical tourist origin:
- India, KSA, Oman, UK, USA

Top 5 specialities visited:

Group Information:
- Group name: Dubai London Medical Group
- Year of establishment: 1987
- Geographical presence: Dubai
- Name of brands within UAE: Dubai London Clinic & Specialty Hospital, Dubai London Clinic

Dubai is a key destination for healthcare tourism in the region, due not only to its ideal global position, but also because it offers excellent infrastructure and accessibility. Led by visionary leaders who support the growth and stability of the economy through investment, achievements in healthcare are now comparable to those in developed countries. The Dubai London Clinic and Specialty Hospital is known as the Center of Excellence for minimal access surgery, for gynaecological oncology and major gynaecological diseases.

Dr. Misho Ravic
CEO
Today, UAE healthcare facilities match the highest international standards, which are all available at cost-effective prices. Additionally, several hospitals, including Emirates Hospital have adopted some of the most innovative and holistic health and wellness programs to facilitate excellent patient service. Considering the prolific growth witnessed in the past few years, we at Emirates Hospital aim to deploy several programs and implement strategic health campaigns that will strengthen our reach within the market and help us achieve UAE’s vision of leadership in healthcare.

Yazen Abu Gulal
Chairman
We support the UAE’s push towards positioning itself as a global leader in Medical Tourism, primarily through continuous improvement in clinical expertise enabled by knowledge sharing, R&D and innovation.

Riaz Abdul Aziz Khan
CEO

Opening year:
2005

Specialisation of the facility:
Multi-speciality

Accreditation:
Joint Commission International Accreditation

Health professionals:
Doctors 41
Nurses 102
Allied Health Professionals 38

Number of beds:
79

Room breakdown:
- Wards 2
- Semi private 0
- Single suite 36
- VIP suite 2
- ICU beds 7
- NICU beds 3
- PICU beds 0
- Day care beds 0
- Emergency beds 7
- Labour delivery room 4
- Operation theatres 5

Patient profile:
- Total patient volume 67500

Medical tourist profile:
- Patient volume 0 - 500

Medical tourist origin:
- Not available

Top 5 specialties visited:
- Gastrointestinal Surgery, General Surgery, Gynaecology, Nephrology, Orthopaedics

GROUP INFORMATION:

Group name:
Sunrise Healthcare Enterprises LLC

Year of establishment:
2011

Geographical presence in UAE:
Dubai

Name of brands within UAE:
International Modern Hospital

Dubai Health Tourism Guide  |  Knight Frank
We are incredibly privileged to be a part of Dubai’s growth success and to contribute to its healthcare tourism agenda. Dubai’s growing world-class tourism, outstanding infrastructure and excellent hospitality standards make it an attractive market for strong international healthcare brands to excel at medical tourism.

The King’s College Hospital, focuses on evidence based healthcare, and our world-class expertise and extraordinary patient experience has been instrumental in aligning with the national agenda of achieving a world-class healthcare system as part of Vision 2021.

Christian Schuhmacher
CEO

Patient profile:
Not applicable

Medical tourist profile:
Not applicable

Medical tourist origin:
Not applicable

Top 5 specialities visited:
Not applicable

King’s College Hospital London, UAE

Dubai Hills

Opening year:
2019

Specialisation of the facility:
Multi-speciality

Accreditation:
Joint Commission International Accreditation (in progress)

Health professionals:
Doctors 52
Nurses 141
Allied Health Professionals 25

Number of beds: 100

Room breakdown:
Wards 4
Semi private 0
Single suite 64
VIP suite 4
ICU beds 16
NICU beds 6
PICU beds 0
Day care beds 0
Emergency beds 10
Labour delivery room 4
Operation theatres 7

Patient profile:
Not applicable

Medical tourist profile:
Not applicable

Medical tourist origin:
Not applicable

Top 5 specialities visited:
Not applicable
Driven by our visionary Ruler’s mission to establish the country as the top destination for world-class healthcare, the UAE has fast emerged as a strong international hub for medical tourism catering to the evolving needs of patients from the Middle East, Africa, Europe, UK and Asia. State of the art facilities, advanced technology, experienced professionals with international expertise, highly advanced infrastructure, a cosmopolitan culture and constant efforts to innovate and introduce the best treatment options, supported by the government’s efforts to maintain the highest standards of quality care delivery, has positioned the country as the destination of choice among many medical travellers.

Alisha Moopen
Executive Director & CEO

GROUP INFORMATION:
Group name: Aster DM Healthcare
Year of establishment: 2007
Geographical presence:
Dubai, Sharjah
Name of brands within UAE:
Medicare Eye Center
Medicare Medical Centers
Medicare Multi-Specialty Hospital
Medicare Orthopaedics & Spine Hospital
Medicare Physio & Rehaib Center
Medicare Women & Children Hospital
Paediatrics Speciality Center

Hospitals

Medicare Orthopaedics and Spine Hospital
Al Safa

Opening year: 2012
Specialisation of the facility: Orthopaedics
Accreditation: Joint Commission International Accreditation
ISO

Health professionals:
Doctors: 27
Nurses: 70
Allied Health Professionals: 27

Number of beds: 16

Room breakdown:
- Wards: 1
- Semi private: 0
- Single suite: 12
- VIP suite: 4
- ICU beds: 4
- NICU beds: 0
- PICU beds: 0
- Day care beds: 7
- Emergency beds: 2
- Labour delivery room: 0
- Operation theatres: 3

Patient profile:
- Total patient volume: 73,000

Medical tourist profile:
- Patient volume: 0 – 500

Medical tourist origin:
- Not available

Top 5 specialities visited:
- General Orthopaedics
- Hand, Foot and Ankle Surgery
- Neurology
- Paediatric Orthopaedics
- Podiatry, Rheumatology and Spine

Medicare Orthopaedics and Spine Hospital
Al Safa

Opening year: 2012
Specialisation of the facility: Orthopaedics
Accreditation: Joint Commission International Accreditation
ISO

Health professionals:
Doctors: 27
Nurses: 70
Allied Health Professionals: 27

Number of beds: 16

Room breakdown:
- Wards: 1
- Semi private: 0
- Single suite: 12
- VIP suite: 4
- ICU beds: 4
- NICU beds: 0
- PICU beds: 0
- Day care beds: 7
- Emergency beds: 2
- Labour delivery room: 0
- Operation theatres: 3

Patient profile:
- Total patient volume: 73,000

Medical tourist profile:
- Patient volume: 0 – 500

Medical tourist origin:
- Not available

Top 5 specialities visited:
- General Orthopaedics
- Hand, Foot and Ankle Surgery
- Neurology
- Paediatric Orthopaedics
- Podiatry, Rheumatology and Spine
Dubai’s position as a gateway between East and West, combined with the exceptional level of medical care available, makes it a prime destination for medical tourism. Operating within a multicultural society where 80% of the population is made up of expatriates, healthcare providers in Dubai are accustomed to dealing with patients from all over the world with varying needs and requirements. We continue to support the Government in its medical tourism initiative and look forward to welcoming many more international patients through the year of Expo 2020 and beyond.

David John Hadley
CEO

**Mediclinic Parkview Hospital**

*Al Barsha South*

**Opening year:**
2018

**Specialisation of the facility:**
Multi-speciality

**Accreditation:**
Joint Commission International Accreditation (in progress)

**Health professionals:**
Doctors: 92
Nurses: 175
Allied Health Professionals: 71

**Number of beds:**
182

**Room breakdown:**
- Wards: 10
- Semi private: 0
- Single suite: 182
- VIP suite: 7
- ICU beds: 16
- NICU beds: 22
- PICU beds: 0
- Day care beds: 18
- Emergency beds: 19
- Labour delivery room: 6
- Operation theatres: 6

**Patient profile:**
- Total patient volume: 58,000

**Medical tourist profile:**
- Patient volume: 500 - 1,000

**Medical tourist origin:**
- Egypt, India, KSA, UK, USA

**Top 5 specialities visited:**
- Bariatrics and Weight Loss Management
- Ophthalmology
- Orthopaedics
- Renal-Holiday Dialysis
- Wellness and Preventive Health
Mediclinic Welcare Hospital
Al Garhoud

Opening year: 2006
Specialisation of the facility: Multi-speciality
Accreditation: Joint Commission International Accreditation

Health professionals:
Doctors 92
Nurses 218
Allied Health Professionals 79

Number of beds: 111

Room breakdown:

- Wards: 5
- Semi private: 0
- Single suite: 75
- VIP suite: 2
- ICU beds: 10
- NICU beds: 16
- PICU beds: 0
- Day care beds: 10
- Emergency beds: 12
- Labour delivery room: 5
- Operation theatres: 4

Patient profile:
Total patient volume: 183,000

Medical tourist profile:
Patient volume: 7500 - 8000

Medical tourist origin:
India, Pakistan, UK, USA

Top 5 specialities visited:
Ophthalmology, Orthopaedics, Paediatrics, Plastic Surgery and Cosmetics, Preventive Health Checks and Wellness

Dubai’s healthcare sector has grown and matured into a world-class hub for specialist medical services, driven by government investment and the entrance of high quality international healthcare providers such as Mediclinic.

Dr. Tarek Fathey
COO
Dubai has become the destination of choice for medical tourism and at Neuro Spinal Hospital we are committed to providing the very best care in a compassionate environment, embracing the latest technology and raising the standards of healthcare across the region to the benefit of local, regional and international patients.

Dr. Abdul Karim Msaddi
Chairman

GROUP INFORMATION:
Group name: Neuro Spinal Hospital
Year of establishment: 2002
Geographical presence: Dubai
Name of brands within UAE:
Neuro Spinal Hospital
Neuro Spinal Hospital Outpatient Clinics

Opening year: 2002
Specialisation of the facility:
Neurology, Neuro Surgery, Orthopaedics

Accreditation:
Joint Commission International Accreditation

Health professionals:
Doctors 32
Nurses 103
Allied Health Professionals 57

Number of beds: 39

Room breakdown:
- Wards: 4
- Semi private: 0
- Single suite: 26
- VIP suite: 1
- ICU beds: 8
- NICU beds: 0
- PICU beds: 0
- Day care beds: 1
- Emergency beds: 3
- Labour delivery room: 0
- Operation theatres: 3

Patient profile:
- Total patient volume: 24,000

Medical tourist profile:
- Patient volume: 0 - 500

Medical tourist origin:
Ghana, KSA, Kuwait, Nigeria, Oman

Top 5 specialities visited:
- Back Pain/Spine Surgery, Brain and Neuro Surgery, Orthopaedics and Sports Medicine, Peripheral Nerve Surgery, Neurology
Dubai is one of the top global trade and travel destinations, and such strength, added to its healthcare practice will help project the emirate to become a global health tourism destination. The DHA ensures the availability of quality medical insurance programmes and improves medical services in accordance with the highest international standards.

Prasanth Manghat
CEO
Dubai is one of the top global trade and travel destinations, and such strength, added to its healthcare practice will help project the emirate to become a global health tourism destination. The DHA ensures the availability of quality medical insurance programmes and improves medical services in accordance with the highest international standards.

Prasanth Manghat
CEO
In terms of infrastructure, connectivity and qualified personnel, Dubai is already well positioned to attract a major share of the healthcare tourism traffic. The medical tourism strategy has now sought to consolidate such advantages into evolving an internationally competitive healthcare ecosystem, with clearly defined targets.

Dr. Jamil Ahmed  
Managing Director

### Prime Hospital  
**Al Garhoud**

**Room breakdown:**
- Wards: 6
- Semi private: 0
- Single suite: 0
- VIP suite: 10
- ICU beds: 10
- NICU beds: 10
- PICU beds: 10
- Day care beds: 10
- Emergency beds: 5
- Labour delivery room: 12
- Operation theatres: 2

**Patient profile:**
- Total patient volume: 276,000

**Medical tourist profile:**
- Patient volume: 500 - 1,000

**Medical tourist origin:**
- China, India, Ghana, KSA, Kuwait

**Top 5 specialities visited:**
- General Surgery, Neurosurgery and Spine Care, OBS/GYN, Orthopaedics, Plastic Surgery

**Health professionals:**
- Doctors: 85
- Nurses: 287
- Allied Health Professionals: 130

**Number of beds:**
- 100

**Opening year:**
- 2014

**Specialisation of the facility:**
- Multi-speciality

**Accreditation:**
- Joint Commission International Accreditation
- ISO

**Group information:**

<table>
<thead>
<tr>
<th>Group name:</th>
<th>Prime Healthcare Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year of establishment:</td>
<td>1999</td>
</tr>
<tr>
<td>Geographical presence:</td>
<td>Dubai</td>
</tr>
<tr>
<td>Name of brands within UAE:</td>
<td>Premiere Diagnostic &amp; Medical Center, Prime Corp Clinics, Prime Home Care, Prime Hospital, Prime Medical Centers</td>
</tr>
</tbody>
</table>
The healthcare industry in the UAE and Dubai specifically, is most vibrant and dynamic with rapid development in technology and innovation. Dubai leads the way for private sector participation in the MENA healthcare sector, contributing to the strong health eco-system by opening its doors for leading global and regional brands. Now Dubai is one of the fastest healthcare destinations in the world, due to its demographics and strategic location along with advance healthcare services as envisioned by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

Dubai Health Experience (DXH), an initiative from the Dubai Health Authority (DHA) is in line with the government’s keenness to make Dubai among the top five global medical tourism destinations and the aggressive efforts in this direction will definitely attract more medical tourists around the globe to the country.

GROUP INFORMATION:

Group name: Saudi German Hospitals Group
Year of establishment: 2012
Geographical presence: Ajman, Dubai, Sharjah
Name of brands within UAE: Saudi German Clinic, Saudi German Hospital

Saudi German Hospital
Al Barsha

Opening year: 2012

Specialisation of the facility: Multi-speciality

Accreditation:
Joint Commission International Accreditation
JC - Clinical Care Program Certification (Cardiac Centre)
College of American Pathologists Accreditation

Health professionals:
Doctors 142
Nurses 308
Allied Health Professionals 88

Number of beds: 161

Room breakdowns:
Wards 0
Semi private 0
Single suite 106
VIP suite 8
ICU beds 24
NICU beds 12
PICU beds 11
Day care beds 4
Emergency beds 26
Labour delivery room 9
Operation theatres 6

Patient profile:
Total patient volume 354,500

Medical tourist profile:
Patient volume 33,000 - 33,500

Medical tourist origin:
Egypt, KSA, Kuwait, Nigeria, UK

Top 5 specialities visited:
Internal Medicine, OBS/GYN, Oncology, Orthopedics, Paediatrics, Urology
Our Dubai facility is one of the preferred destinations for medical tourists visiting Dubai, and today we cater to patients from over 175 countries offering services in over 30 specialties. The Thumbay group, in addition, is expanding its capacity to meet the increasing demand of healthcare services in Dubai and the UAE. Our collaboration with the Dubai Health Experience has been extremely advantageous in growing our number of global medical tourists.

Dr. Thumbay Moideen
President

GROUP INFORMATION:
Group name: Thumbay Group
Year of establishment: 1998
Geographical presence: Ajman, Dubai, Fujairah, Sharjah, Ras Al Khaimah, Umm Al Quwain
Name of brands within UAE: Thumbay Clinic, Thumbay Dental Hospital, Thumbay Hospital, Thumbay Hospital Day Care, Thumbay Medical & Dental Speciality Center, Thumbay Physical Therapy & Rehabilitation Hospital, Thumbay University Hospital

Patient profile:
Total patient volume 98,000
Medical tourist profile:
Patient volume 1,500 – 2,000
Medical tourist origin:
Ethiopia, India, Nigeria, Pakistan, UK
Top 5 specialties visited:
Cardiology, Gastroenterology, General Surgery, Neuro Surgery, Orthopaedics

Opening year: 2015
Specialisation of the facility: Multi-speciality
Accreditation: Joint Commission International Accreditation
Health professionals:
Doctors 59
Nurses 89
Allied Health Professionals 21
Number of beds: 50

Room breakdown:
Wards 4
Semi private 2
Single suite 10
VIP suite 2
ICU beds 6
NICU beds 10
PICU beds 0
Day care beds 0
Emergency beds 5
Labour delivery room 4
Operation theatres 3

Our Dubai facility is one of the preferred destinations for medical tourists visiting Dubai, and today we cater to patients from over 175 countries offering services in over 30 specialties. The Thumbay group, in addition, is expanding its capacity to meet the increasing demand of healthcare services in Dubai and the UAE. Our collaboration with the Dubai Health Experience has been extremely advantageous in growing our number of global medical tourists.

Dr. Thumbay Moideen
President
With the increase in the number of healthcare providers and the addition of new specialities in Dubai, the regulatory authorities are carefully monitoring the operations and compliance of every provider. We strive each day to maintain patient safety and security, which is the key assuring factor for medical tourists, which helps position the city globally as the super-hub for medical treatments.

### Zulekha Hospital - Dubai

**Al Nahda**

**Opening year:**
2004

**Specialisation of the facility:**
Tertiary care

**Accreditation:**
Joint Commission International Accreditation
College of American Pathologist Accreditation

**Health professionals:**
- Doctors: 224
- Nurses: 332
- Allied Health Professionals: 115

**Number of beds:**
139

**Room breakdown:**
- Wards: 8
- Semi private: 17

**Single suite:**
- 79

**VIP suite:**
- 4

**ICU beds:**
- 8

**NICU beds:**
- 10

**PICU beds:**
- 3

**Day care beds:**
- 10

**Emergency beds:**
- 3

**Labour delivery room:**
- 5

**Operation theatres:**
- 8

**Patient profile:**
- Total patient volume: 342,500

**Medical tourist profile:**
- Patient volume: 1,000 - 1,500

**Medical tourist origin:**
- Kuwait, KSA, Nigeria, Oman, Russia

**Top 5 specialities visited:**
- Bariatrics, Cardiology, GYN/OBS, Neurology, Plastic Surgery

**GROUP INFORMATION:**

**Group name:**
Zulekha Healthcare Group

**Year of establishment:**
1963

**Geographical presence:**
Dubai, Sharjah

**Name of brands within UAE:**
Zulekha Diagnostic Center
Zulekha Hospital
Zulekha Medical Centers

**Management:**

**Taher Shams**
Managing Director
Operational data provided by healthcare operators pertains to financial year 2018
Wellness, defined as ‘a quality or state of being healthy in body and mind’ has become a global desire and it is well known that this requires a deliberate effort or mind set. It is all about lifestyle, which is the forefront of what Dubai offers; encompassing security, world class infrastructure and proximity between East and West. The health tourism sector in Dubai has been expanding at a rapid pace. With an average growth of 9% per year, the wellness and aesthetic sectors are responsible for a significant proportion of this growth.

Dr. Jaffer Khan
CEO

GROUP INFORMATION:
Group name: Aesthetics International
Year of establishment: 2011
Geographical presence in UAE: Dubai
Name of brands within UAE: Aesthetics International Plastic Surgery Clinic, Nova Plastic Surgery Clinic (Fr Aesthetics International)

Opening year: 2011

Specialisation of the facility: Aesthetics

Accreditation: None

Health professionals:
- Doctors: 10
- Nurses: 5
- Allied Health Professionals: 7

Number of beds: Not applicable

Room breakdown: Not applicable

Patient profile:
- Total patient volume: 3,300

Medical tourist profile:
- Patient volume: 2,000 - 2,500

Medical tourist origin:
- Australia, UK

Top 5 specialities visited:
- Laser and Beauty Treatments, Plastic Surgery, Wellness Treatments

Aesthetics International Plastic Surgery Clinic
Al Manara
**American Upright MRI**

*Dubai Investment Park*

- **Opening year:** 2018
- **Specialisation of the facility:** Diagnostic center
- **Accreditation:** None
- **Health professionals:**
  - Doctors: 1
  - Nurses: 2
  - Allied Health Professionals: 1
- **Number of beds:** Not applicable
- **Room breakdown:** Not applicable
- **Patient profile:**
  - Total patient volume: 200
- **Medical tourist profile:**
  - Patient volume: 0 - 500
- **Medical tourist origin:** Not available
- **Top 5 specialties visited:** Upright MRI

*We see great potential for Dubai to become a hub for medical tourism in coming years.*

---

**Bella Roma Medical & Aesthetic Surgery Center**

*Al Safa*

- **Opening year:** 2010
- **Specialisation of the facility:** Aesthetics, Dental and Oral Medicine
- **Accreditation:** None
- **Health professionals:**
  - Doctors: 12
  - Nurses: 27
  - Allied Health Professionals: 9
- **Number of beds:** 8
- **Room breakdown:**
  - ICU beds: 1
  - Day care beds: 7
  - Operation theatres: 2
- **Patient profile:**
  - Total patient volume: 7500
- **Medical tourist profile:**
  - Patient volume: 500 - 1000
- **Medical tourist origin:**
  - Iraq, KSA, Morocco, Syria
- **Top 5 specialties visited:** Dermatology, Plastic Surgery, Prosthodontics

*Bella Roma Medical Aesthetic Surgery Center is dedicated to serve the healthcare and aesthetic needs of United Arab Emirates and its neighbouring countries.*
Dubai is constantly developing its healthcare infrastructure in line with international standards, with the aim of becoming a global destination for local and foreign patients. In recent years it has seen a surge in new treatments and products, providing superior standards and excellence in medical governance, making it a safe choice for patients. Furthermore, it is well known for its luxury resorts which attract both local and international visitors for their rejuvenating properties. As a Dubai medical spa, our focus is on highly specialised care and excellent clinical services in the aesthetics industry.

Biolite Aesthetic Clinic
Umm Suqeim

Opening year: 2007

Specialisation of the facility: Aesthetics

Accreditation: None

Health professionals:
- Doctors: 2
- Nurses: 2
- Allied Health Professionals: 7

Number of beds: Not applicable

Room breakdown: Not applicable

Patient profile:
- Total patient volume: 7,500

Medical tourist profile:
- Patient volume: 0 – 500

Medical tourist origin:
- India, KSA, Kuwait, Pakistan, Russia

Top 5 specialties visited:
- Aesthetic Gynaecology, Dermatology, Medical Spa, Plastic Surgery

Mona Syed Mirza
CEO
Bloom Aesthetic and Laser Clinic
Al Manara

Dubai is a perfect destination for health tourism as it has state-of-the-art technology and experienced doctors. The Dubai Health Authority ensures that all clinics work to high standards of patient care and visitors can benefit by undertaking a desired treatment, whilst enjoying the beautiful city and amazing food.

Kanta Jethwani
CEO

Opening year: 2015
Specialisation of the facility: Aesthetics
Accreditation: ISO
Health professionals:
- Doctors: 3
- Nurses: 6
- Allied Health Professionals: 4
Number of beds: 11

Room breakdown:
- VIP suite: 1
- Day care beds: 10
- Operation theatres: 1

Patient profile:
- Total patient volume: 4,500

Medical tourist profile:
- Patient volume: 0 - 500

Medical tourist origin:
- Italy, Kenya, KSA, Oman, UK

Top 5 specialities visited:
- Hair Transplant, Liposuction, Non-surgical Slimming, Plastic Surgery, Stem Cell Therapy
 Initiatives by the DXH are helping to position the UAE as a global leader in healthcare and accredited fertility treatment. Whilst Dubai’s excellent hospitality, infrastructure and healthcare sectors are helping to lead the way for health tourism, with over 40 years of international experience, Bourn Hall has been at the forefront of scientific advancements in assisted reproductive technology and are leading the way for in the health tourism market, ensuring patient needs are met.

Hoda Abou-Jamra
CEO

Bourn Hall Fertility Clinic
Al Hudaiba

Opening year:
2011

Specialisation of the facility:
Fertility, Obstetrics and Gynaecology Clinic

Accreditation:
Joint Commission International Accreditation

Health professionals:
Doctors 15
Nurses 10
Allied Health Professionals 5

Number of beds: 7

Room breakdown:
Single suite 6
VIP suite 1
Operation theatres 2

Patient profile:
Total patient volume 1,300

Medical tourist profile:
Patient volume 0 – 500

Medical tourist origin:
India, Nigeria, Oman, UK

Top 5 specialities visited:
Cosmetic Gynaecology, Family Balancing, Genetic Testing, Infertility
Healthcare is about protocols, innovation, education, research and science, all of which are aimed at providing care and medicine to patients. Until 5 years ago everyone looked West for the best treatment, but this is now changing, with Dubai offering some of the world’s best healthcare practices. The philosophy of Cocoona is not to focus on patient numbers, but rather on patient care, protocols, innovation, education and research, positioning Dubai as the Beverly Hills of the Middle East.

Dr. Sanjay Parashar
CEO
Dubai is one of the top global trade and travel destinations, and this strength, added to its healthcare practices, elevates the emirate to become a global health tourism destination. The DHA approach is to ensure the availability of quality medical insurance programmes and improved medical services in accordance to the highest international standards.

Prasanth Manghat
CEO
Dubai is fast becoming the destination of choice for medical tourism, spurred on by medical innovation, excellence, convenience, service quality and geographical location. By combining its world renowned 5 star services, amenities, travel infrastructure and unique wellness offering, Dubai’s wellness industry has seen great growth over the past few years with future growth in this sector from dedicated hotels & wellness retreat, which will including leading global wellness brands.

Shohidul Ahad-Choudhury
CEO

DNA Health and Wellness
Madinat Jumeirah

Opening year:
2016

Specialisation of the facility:
Wellness

Accreditation:
None

Health professionals:
Doctors 6
Nurses 6
Allied Health Professionals 0

Number of beds:
Not applicable

Room breakdown:
Not applicable

Patient profile:
Total patient volume 8,000

Medical tourist profile:
Patient volume 2,000 - 2,500

Medical tourist origin:
Bahrain, China, Denmark, India, Italy

Top 5 specialities visited:
Anti-Aging, Nutrition and Lifestyle, Weight Loss, Wellness Screenings

Dubai Health Tourism Guide | Knight Frank

DNA Health and Wellness
Madinat Jumeirah

Opening year:
2016

Specialisation of the facility:
Wellness

Accreditation:
None

Health professionals:
Doctors 6
Nurses 6
Allied Health Professionals 0

Number of beds:
Not applicable

Room breakdown:
Not applicable

Patient profile:
Total patient volume 8,000

Medical tourist profile:
Patient volume 2,000 - 2,500

Medical tourist origin:
Bahrain, China, Denmark, India, Italy

Top 5 specialities visited:
Anti-Aging, Nutrition and Lifestyle, Weight Loss, Wellness Screenings

Dubai Health Tourism Guide | Knight Frank
Over the years, the UAE government has systematically created opportunities for the country’s healthcare industry to cement its position as medical tourism hub, both in the Middle East region and globally. The UAE is aiming to target half a million international medical tourists by 2020 and we are dedicated to work together to achieve this target for our beloved nation.

Dr. Amina Hussain Hassan Mohammed Al Amiri
CEO

GROUP INFORMATION:
Group name: Dr. Amina Al Amiri Clinic
Year of establishment: 2004
Geographical presence in UAE: Dubai, Ras Al Khaimah
Name of brands within UAE: Dr. Amina Al Amiri Clinic

Dr. Amina Al Amiri Clinic

Jumeira

Opening year: 2004
Specialisation of the facility: Dermatology
Accreditation: None
Health professionals: Doctors 2, Nurses 10, Allied Health Professionals 0
Number of beds: 8

Room breakdown:
Patient profile:
Single suite: 8
Total patient volume: 5,000
Medical tourist profile:
Patient volume: 0 – 500
Medical tourist origin: Not available
Top 5 specialties visited: Not available

Top 5 specialities visited:

Patient profile:

Medical tourist profile:

Room breakdown:
Dr. Joy Dental Clinic

Palm Jumeirah

The United Arab Emirates is one of the leaders in healthcare. Positioning itself as a preferred tourist destination, with a vast network of quality healthcare and dental facilities, it all works together to create a very attractive destination for tourist and wellness.

Dr. Joy Antony
CEO

Opening year:
2004

Specialisation of the facility:
Dental and Oral Medicine

Accreditation:
Joint Commission International Accreditation (in progress)

Health professionals:
Doctors 45
Nurses 60
Allied Health Professionals 20

Number of beds:
Not applicable

Room breakdown:
Not applicable

Patient profile:
Total patient volume 20,000

Medical tourist profile:
Patient volume 3,000 - 3,500

Medical tourist origin:
Australia, Canada, Germany, India, South Africa

Top 5 specialities visited:
Hollywood Smile Makeover, Implants, Invisalign, Root Canal Therapy, Veneers

The United Arab Emirates is one of the leaders in healthcare. Positioning itself as a preferred tourist destination, with a vast network of quality healthcare and dental facilities, it all works together to create a very attractive destination for tourist and wellness.

Dr. Joy Antony
CEO
Liberty Dental Clinic - Dubai

Umm Suqeim

Opening year: 1998
Specialisation of the facility: Dental and Oral Medicine
Accreditation: Australian Council for Healthcare Standards International
Health professionals: Doctors 27, Nurses 16, Allied Health Professionals 4
Number of beds: Not applicable

Room breakdown: Not applicable
Patient profile: Total patient volume 22,500
Medical tourist profile: Patient volume 4,500 – 5,000
Medical tourist origin: Algeria, Egypt, Iraq, Morocco, Oman
Top 5 specialities visited: Endodontics, Orthodontics, Periodontics, Primary Care Dentistry, Prosthodontics

GROUP INFORMATION:
Group name: Liberty Dental Clinic
Year of establishment: 1998
Geographical presence in UAE: Abu Dhabi, Dubai
Name of brands within UAE: Liberty Dental Clinic

Dr. Majd Naji Alwadeya
CEO
People are becoming more comfortable with traveling beyond their own cities for a treatment or procedure they want and can’t find at home. Health tourists are drawn to Dubai because the city has invested in excellence and supports innovative approaches to health and beauty. Maison Lutétia, for instance, is famous for its patented DHI hair transplantation method and men seeking the most advanced solution for hair loss are willing to travel to Paris and now to Dubai for naturally dense results. Dubai has a way to bring the best of everything to lure even more visitors from distant cities.

Maison Lutétia
Dubai Festival City

Opening year:
2018

Specialisation of the facility:
Aesthetics

Accreditation:
Dubai Accreditation Center (DAC) Accreditation

Health professionals:
Doctors 4
Nurses 6
Allied Health Professionals 2

Number of beds:
None

Room breakdown:
Single suite 12
VIP suite 2

Patient profile:
Total patient volume 100

Medical tourist profile:
Patient volume 0 - 500

Medical tourists origin:
Bahrain, KSA, Kuwait, Portugal

Top 5 specialties visited:
Aesthetics, Dermatology, General Medicine, Hair Transplant

Nathanael Aknine
CEO
The healthcare industry is experiencing a period of change due to disruption and rapid innovation driven by the adoption of technology. The UAE healthcare sector is expanding rapidly to meet both the evolving needs of a growing population and the nation’s ambition to become a regional medical tourism hub as indicated in Vision 2021. Medcare remains committed to maintaining a strong growth trajectory in the region by introducing initiatives that cater to serving patients and achieving better treatment outcomes. Dubai enjoys healthcare competitive factors, such as being a global platform for knowledge-based healthcare services, medical innovation and excellence hub, experienced healthcare professionals and pleasant environment for post-recovery.

Andre Daoud  
CEO

The healthcare industry is experiencing a period of change due to disruption and rapid innovation driven by the adoption of technology. The UAE healthcare sector is expanding rapidly to meet both the evolving needs of a growing population and the nation’s ambition to become a regional medical tourism hub as indicated in Vision 2021. Medcare remains committed to maintaining a strong growth trajectory in the region by introducing initiatives that cater to serving patients and achieving better treatment outcomes. Dubai enjoys healthcare competitive factors, such as being a global platform for knowledge-based healthcare services, medical innovation and excellence hub, experienced healthcare professionals and pleasant environment for post-recovery.

Andre Daoud  
CEO
Mediclinic Dubai Mall

Downtown

As one of the largest private healthcare providers in the region Mediclinic Middle East is extremely well positioned to support the Health Tourism initiative of the Government of Dubai. Dubai is strategically located between East and West and is a city with world class infrastructure, plus a number of leading international private healthcare providers operating facilities. Mediclinic fully endorses and supports the Health Tourism initiative of the Government of Dubai and will cooperate closely with the Government to ensure the successful implementation of this important strategy.

Dr. Pietie Loubser
CCO

GROUP INFORMATION:

Group name: Mediclinic Middle East
Year of establishment: 2006
Geographical presence: Abu Dhabi, Al Ain, Al Dhafra, Dubai
Name of brands within UAE:
Mediclinic Airport Road Hospital
Mediclinic Al Ain Hospital
Mediclinic Al Jowhara Hospital
Mediclinic Al Noor Hospital
Mediclinic City Hospital
Mediclinic Parkview Hospital
Mediclinic Waseca Hospital
Mediclinic 20 Primary Care Clinic Network

CLINICS

Opening year: 2009
Specialisation of the facility: Multi-specialty
Accreditation: Joint Commission International Accreditation
Health professionals:
Doctors 85
Nurses 86
Allied Health Professionals 39
Number of beds: 11

Room breakdown:
Day care beds 1

Patient profile:
Total patient volume 115,000

Medical tourist profile:
Patient volume 7,500 - 8,000

Medical tourist origin:
India, Pakistan, UK, USA

Top 5 specialties visited:
Gastroenterology, General Surgery, Family Medicine, Orthopaedics, Urology

As one of the largest private healthcare providers in the region Mediclinic Middle East is extremely well positioned to support the Health Tourism initiative of the Government of Dubai. Dubai is strategically located between East and West and is a city with world class infrastructure, plus a number of leading international private healthcare providers operating facilities. Mediclinic fully endorses and supports the Health Tourism initiative of the Government of Dubai and will cooperate closely with the Government to ensure the successful implementation of this important strategy.

Dr. Pietie Loubser
CCO
Dubai Health Tourism Guide

Oris Dental Center

Jumeirah

Opening year:
2008

Specialisation of the facility:
Dental and Oral Medicine

Accreditation:
ISO

Health professionals:
Doctors 12
Nurses 4
Allied Health Professionals 0

Number of beds:
Not applicable

Room breakdown:
Patient profile:
Total patient volume 5,000

Medical tourist profile:
Patient volume 0 - 500

Medical tourist origin:
Not available

Top 5 specialities visited:
Not available

GROUP INFORMATION:
Group name:
Oris Dental Center

Year of establishment:
2008

Geographical presence in UAE:
Dubai

Name of brands within UAE:
Oris Dental Center

The Vision of placing Dubai first globally is not only reflected within each citizen, but also in the race for excellence in the healthcare and hospitality sectors. Tourists come to Dubai to enjoy the sunny climate and luxurious hotels, whilst at the same time having access to high quality dental and medical treatment – thereby treating both the mind and body at the same time.

Dr. Hussain Abdulrahman Alsaleh
CEO

Dubai Health Tourism Guide | Knight Frank
Healthcare facilities in Dubai offering service for international patients are encouraged to provide an all-inclusive environment, so that patients feel at home. We comply with accreditation policies for both medical and non-medical services, maintaining quality standards and ensuring all communications promote a healthy lifestyle for patients and their families.

Quironsalud Ophthalmological Institute
Umm Al Sheif

**Opening year:**
2017

**Specialisation of the facility:**
Ophthalmology

**Accreditation:**
None

**Health professionals:**

- **Doctors:** 4
- **Nurses:** 4
- **Allied Health Professionals:** 2

**Number of beds:**
1

**Room breakdown:**

- **VIP suite:** 1
- **Operation theatres:** 2

**Patient profile:**
Total patient volume: 3,000

**Medical tourist profile:**

- **Patient volume:** 0 - 500

**Medical tourist origin:**
Not available

**Top 5 specialities visited:**
Cataract unit, Cornea unit, Oculoplasty unit, Refractive unit, Vitreo-Retina unit

Héctor Ciria Suárez
CEO
Dubai’s excellent infrastructure and competitive, investor friendly business environment, combined with the emirate’s position as a global and regional hub for innovation and talent, along with new investment initiatives by the government and government related entities, have opened up huge opportunities for private sector providers. Increase in demand for quality health services due to Dubai’s rapid urban development, population growth, and influx of medical tourists is one of the biggest opportunities for private sector providers and investors in the health sector.

Dr. Costa Nicolopoulos
CEO
The healthcare sector in Dubai is viewed globally as a premier destination when compared to other regional offerings, due to the impressive hospitality and leisure offering.

**SHAMMA Clinic**

*Jumeirah*

**Opening year:** 2014

**Specialisation of the facility:** Multi-specialty

**Accreditation:** Joint Commission International Accreditation

**Health professionals:**
- Doctors: 9
- Nurses: 17
- Allied Health Professionals: 4

**Number of beds:** 3

**Room breakdown:**
- Day care beds: 2
- Emergency beds: 1
- Operation theatres: 1

**Patient profile:**
- Total patient volume: 5,000

**Medical tourist profile:**
- Patient volume: 500 – 1,000

**Medical tourist origin:** Not available

**Top 5 specialities visited:**
- Dermatology
- OB/GYN
- Paediatrics
- Plastic Surgery
- Vascular Surgery
The Dome MedDental Clinic
Jumeirah Lakes Towers

Opening year: 2015
Specialisation of the facility: Dental and Oral Medicine
Accreditation: None
Health professionals:
- Doctors: 8
- Nurses: 3
- Allied Health Professionals: 4
Number of beds: Not applicable
Room breakdown: Not applicable
Patient profile: Total patient volume 1,200
Medical tourist profile: Patient volume 0 – 500
Top 5 specialities visited:
- Dental Implants
- Endodontics
- Orthodontics
- Teeth Cleaning/Whitening
- Veneers

The Healers’ Clinic
Jumeirah

Opening year: 2016
Specialisation of the facility: Wellness
Accreditation: ISO
Health professionals:
- Doctors: 3
- Nurses: 4
- Allied Health Professionals: 4
Number of beds: Not applicable
Room breakdown: Not applicable
Patient profile: Total patient volume 300
Medical tourist profile: Patient volume 0 – 500
Top 5 specialities visited:
- Ayurveda
- Colon Hydrotherapy
- Homeopathy
- Yoga

Dr. Abdul Hafeel Ambalath
CEO

Health maintenance and rejuvenation are integral components of Holistic care. These two elements become the basis of true wellness. At The Healers’, we passionately deliver integrative solutions by combining the best of eastern wisdom and western science. Over the decades, Dubai has become an authentic hub for integrative healthcare resulting from its cultural fusion, dynamic healthcare regulatory systems and high quality standards.

Philippe Aguilar
CEO

Dubai Health Tourism Guide | Knight Frank

Dubai Health Tourism Guide | Knight Frank
Supporting the vision of DXH to make Dubai a leading destination for medical tourism, we are proud to be home to leading medical professionals in the UAE, as well as the preferred choice for internationally acclaimed consultants from around the world. When someone is facing a health issue they need a healthcare facility where they can expect to be treated with respect, care and compassion, where they are assured of receiving treatment from the best most skilled and experienced physicians, and where they can have all their concerns addressed under one roof. This is the concept which Zia Medical Center was conceived around and forms the foundation of everything we do.

Dr. Ammad Hussain
CEO

Zia Medical Center
Umm Suqeim

Opening year:
2016

Specialisation of the facility:
Multi-speciality

Accreditation:
Dubai Accreditation Center (DAC Accreditation)

Health professionals:
Doctors 38
Nurses 12
Allied Health Professionals 14

Number of beds:
Not applicable

Room breakdown:
Patient profile:
Total patient volume 31,000

Medical tourists profile:
Patient volume 0 – 500

Medical tourists origin:
India, Italy, KSA, Pakistan, UK

Top 5 specialties visited:
Dentistry, Internal Medicine, Orthopaedics, Paediatrics, Podiatry

Number of beds:
Not applicable

CLINICS
Operational data provided by healthcare operators pertains to financial year 2018.
Tourists of all ages are becoming more conscious about health and wellness, thus creating a demand for more bespoke wellbeing options. The region has witnessed a staggering growth in this sector, and we have tapped into this demand by introducing the first wellbeing resort in the Middle East, offering guests a unique and tranquil environment in the heart of the vibrant city.

Samir Arora
General Manager

The Retreat Palm Dubai MGallery by Sofitel
Palm Jumeirah

Opening year: 2017
Specialisation of the facility: Holistic Wellbeing
Health professionals:
- Doctors: 4
- Nurses: 1
- Allied Health Professionals: 0
Number of beds: 295 (hotel rooms)

Room breakdown:
- Semi private: 218
- Single suite: 36
- VIP suite: 1

Patient profile:
- Total patient volume: 1,800

Popular therapies:
- Detox and Cleanse, DNA Customized Therapies, Emotional Wellbeing, Weight Management, Yoga and Mindfulness

Wellness Room breakdown:
- Semi private: 218
- Single suite: 36
- VIP suite: 1

Patient profile:
- Total patient volume: 1,800

Popular therapies:
- Detox and Cleanse, DNA Customized Therapies, Emotional Wellbeing, Weight Management, Yoga and Mindfulness
KNIGHT FRANK

There’s a human element in the world of property that is too easily overlooked. At Knight Frank we build long-term relationships, which allow us to provide personalised, clear and considered advice on all areas of property in all key markets. We believe personal interaction is a crucial part of ensuring every client is matched to the property that suits their needs best – be it commercial or residential.

Operating in locations where our clients need us to be, we provide a worldwide service that’s locally expert and globally informed. We believe that inspired teams naturally provide excellent and dedicated client service. Therefore, we’ve created a workplace where opinions are respected, where everyone is invited to contribute to the success of our business and where they’re rewarded for excellence. The result is that our people are more motivated, ensuring your experience with us is the best that it can be.

With offices in the UAE and KSA, we have 523 offices in 60 territories and more than 18,170 people.

HEALTHCARE CONSULTANCY

Our multi-disciplinary team comprises of healthcare practitioners, accountants, and market and transactional specialists, with a shared work ethic and a vision to provide clients with a holistic view and market driven insights.

Being an international company, our healthcare team is equipped with resources and global connectivity to source cross border healthcare real estate transactions. Supported by our team of international offices we provide visibility on healthcare key performance indicators and market and transactional data to structure transactions.

We work with investors and healthcare service providers on a full spectrum of services, including:

DEVELOPMENT ADVICE
- Market study
- Financial feasibility study
- Target market and concept definition
- Indicative pricing of services
- Hotspot and location analysis

OPERATOR SEARCH
- Operator search, selection and contract negotiation

REAL ESTATE VALUATION
- Acquisition
- Disposal
- Financial reporting
- Bank finance
- Fund raising
- Fire insurance

TRANSACTION ADVICE
- Market / commercial due diligence
- Identification of healthcare investment opportunities within GCC and Europe (operating companies and real estate)
- Assistance and support in raising capital
Healthcare real estate assets have grown in popularity as an investment target in recent years. This is in part due to the defensive nature of the assets, as well as the longer term tenant commitments available which offer stability, especially in times of wider economic uncertainty. Operators have been keen to take advantage of the capital sources trying to break into the sector by exploring sale and leaseback structures, as well as offering investors build to suit opportunities in order to fund new developments.

Whilst the covenant strength of the operator and the underlying demographics of the market are still crucial in underwriting investment opportunities, we expect to see continued demand from the sector from all investor types.

Dubai’s healthcare sector is continuously evolving and after seeing rapid growth for almost a decade the sector is now showing signs of maturity as investment is now focused around specialised and niche market segments, as well as preventive medicine. This is a direct result of the framework created by the government to channel private sector investment, attract high calibre human capital, and adopt and utilise technology whilst maintaining quality.

In recent times, Dubai has developed the status of a medical tourism destination, owing to the high quality standards of healthcare facilities and patient centric approach, embraced by healthcare facilities. During 2018, healthcare facilities in the emirate received over 337,000 international patients resulting in a revenue of AED 1.16 billion. Our research revealed that specialties popular amongst medical tourists were orthopaedics, dermatology, ophthalmology, orthodontics and infertility. This is in line with the overall vision to remain focused on highly specialised and technology based healthcare offerings.

Very often people mistakenly use “Wellness” as an epithet to Spa procedures. However, in reality these two concepts have different philosophies.

The term “Spa” stands for “Sanus per aquam” which means “Health through water”. Spa Centers provide relaxation and treatment services, which include luxury non-invasive cosmetic and beauty procedures. On the other hand, wellness was created from a combination of two words, well – being and fitness, and covers spheres not only related to physical body, but also emotional, intellectual, spiritual, social, naming the few.

In other words, wellness should be perceived as a lifestyle necessity; engaging in regular exercise, diet control and quality time with your family, friends and yourself and intellectual development. We noticed that globally and in Dubai in particular wellness is developing more towards preventive healthcare helping people to reduce chances of acquiring and treating diabetes and obesity problems, which increased in recent years, especially in the MENA region.

Healthcare real estate is now firmly established as its own separate asset class within the real estate sector. Typically we provide valuation advice to underwrite bank financing or equity investment, to support an M&A process, or to reflect the value of the real estate asset in a company’s financial statements.

The specialised nature makes it difficult to separate and allocate the value of real property elements from the value of the ongoing enterprise, as it is difficult to convert a healthcare facility to an alternative use, most healthcare assets are single use facilities and the value is intrinsically tied to the operation as a healthcare business. These specialised characteristics are of limited non-healthcare market use.

It requires a specific understanding of the underlying drivers of the healthcare industry in order to provide accurate valuation advice. Healthcare real estate is cash flow driven and it is important to understand the impacts of changing consumer demands, technology in the sector and policy / regulation in the industry when assessing the value of healthcare real estate.
OUR RESIDENTIAL SERVICES

UAE RESIDENTIAL SALES
Offering advice and transaction support to investors and homeowners for their personal property needs. Our personalised service is backed up with leading edge technology and backed up by a global network of 523 offices we match clients to properties in the UAE.

Maria Morris
+971 56 4542 383
maria.morris@me.knightfrank.com

UK RESIDENTIAL PROPERTY
Our dedicated UK residential property team has exclusive representation of London and wider UK residential developments which are showcased throughout the MENA region. We work with major residential developers from the UK to bring clients their perfect new home or investment property.

Henry Faun
+971 56 4102 407
henry.faun@knightfrank.com

INTERNATIONAL RESIDENTIAL SALES
As one of the world’s leading international property consultants, we market, rent and sell sought-after residential properties in key destinations across the globe, including luxury Alpine chalets, relaxing beach villas and city penthouses, through to country houses, rustic cottages and working farms.

Maria Morris
+971 56 4542 383
maria.morris@me.knightfrank.com

INVESTOR SERVICES
A central contact point for lettings and management, furnishing and interior design, finance, tax services and sales. Knight Frank can offer you a one stop service from the UAE to ensure the requirements for your London property are met post purchase.

Henry Faun
+971 56 4102 407
henry.faun@knightfrank.com

OUR COMMERCIAL AND ADVISORY SERVICES

EDUCATION & HEALTHCARE
Defensive real estate sectors are expected to outperform other real estate asset classes in the event of poor market conditions. Our experts are well placed to assist in real estate valuation and healthcare including studies, transactions, valuations, and operator search and contract negotiations.

Shiraz Jadav
+971 4 4267 659
shiraz.jadav@knightfrank.com

OFFICES
Our tenant advisory team provides international companies with excellence professional real estate advice on corporate relocation and expansion. We are retained to provide strategic advice to high profile institutional landlords on their UAE office portfolios.

Matthew Dadd
+971 56 6146 087
matthew.dadd@knightfrank.com

DEVELOPMENT CONSULTANCY & RESEARCH
We provide comprehensive real estate development recommendations and feasibility advice to developers, governments and funding institutions. Our research ensures clients have access to the latest data and trends across all sectors of the market.

Haroon Ahmad
+971 4 4267 659
haroon.ahmad@knightfrank.com

PROJECT MONITORING
Our team of Valuation and Quantity Surveyors provide an independent Project Management Service for clients including funding institutions, banks and investors to fully manage their security for the development process. Reporting options include initial audit reports, progress reports and practical completion reports.

Stephen Flanagan
+971 56 6146 087
stephen.flanagan@knightfrank.com

PROPERTY ASSET MANAGEMENT
We provide bespoke, creative solutions that will enhance and protect your property investments, reduce operating costs, minimise risk and ensure optimal occupancy retention. We have extensive experience of providing hands-on operational property management and property management consultancy across the Middle East.

Matthew Dadd
+971 56 6146 087
matthew.dadd@knightfrank.com

RESEARCH
Defensive real estate sectors are expected to outperform other real estate asset classes in the event of poor market conditions. Our experts are well placed to assist in real estate valuation and healthcare including studies, transactions, valuations, and operator search and contract negotiations.

Joseph Morris
+971 50 5036 351
joseph.morris@me.knightfrank.com

CAPITAL MARKETS / INVESTMENT
We advise investors on real estate transactions internationally, providing underwriting, execution, asset management and disposition services across all asset classes. We draw on a unique source both Islamic and conventional finance for European investment acquisitions.

Joseph Morris
+971 50 5036 351
joseph.morris@me.knightfrank.com

LOGISTICS & INDUSTRIAL
Our logistics and industrial team have an intrinsic understanding of regional industrial areas and free zones, providing unbiased advice. We are the trusted advisors to local and international developers and investors across the Middle East.

Matthew Dadd
+971 56 6146 087
matthew.dadd@knightfrank.com

VALUATION
Our qualified teams produce comprehensive reports in compliance with professional standards (RICS & FRS). Valuations are undertaken across all asset classes for a wide range of purposes with a firm focus on the client and their requirements.

Stephen Flanagan
+971 50 8133 402
stephen.flanagan@knightfrank.com

HOSPITALITY
Our hospitality real estate team provide strategic advice to clients ranging from large government related entities to high net worth individuals looking to develop hospitality real estate as part of a mixed-use scheme or just a single component hotel.

Al Mansoor
+971 56 4302 314
al.mansoor@me.knightfrank.com
## DUBAI HEALTH EXPERIENCE MEMBERS

### HOSPITALS
1. Al Garhoud Private Hospital
2. Al Zarina Private Hospital Dubai
3. American Hospital, Dubai
4. Aster Hospital
5. Burjeel Hospital for Advanced Surgery
6. Canadian Specialist Hospital
7. Dubai London Clinic and Specialty Hospital
8. Emirates Hospital
9. International Modern Hospital
10. King’s College Hospital London, UAE
11. Mediphase Orthopaedics and Spine Hospital
12. Mediclinic Parkview Hospital
13. Mediclinic Welcare Hospital
14. Nauro Spinal Hospital
15. NMC Royal Hospital
16. NMC Specialty Hospital Al Nahda
17. Prime Hospital
18. Saud German Hospital
19. Thumbay Hospital, Dubai
20. Zulekha Hospital - Dubai

### CLINICS
1. Acacia Medical Center
2. Aesthetic Derma Medical Center (Zo Skin Center)
3. Aesthetica Avivo
4. Aesthetics International Plastic Surgery Clinic
5. Al Shumra Plastic Surgery
6. American/Lippert MRI
7. Amina Polyclinic
8. Apta Aesthetic Dental Clinic
9. Apex Medical Center
10. Armada Medical Center
11. Babah Ruma Medical & Aesthetics Center
12. Biofit Aesthetic Clinic
13. Bloom Aesthetic and Laser Clinic
14. Bloom Hair Fertility Clinic
15. Bournes Medical Spa & Laser Center
16. Cocoon Aesthetic Transformation Center
17. CosmosSurge
18. DNA Health and Wellness
19. Dr. Amina Al Amiri Clinic
20. Dr. Isy Dental Clinic
21. Dr. Kayle Aesthetic Clinic
22. Dr. Michael’s Dental Centers
23. Dubai Cosmetic Center
24. Elthyri Medicine Institute
25. Excellence Physiotherapy Center
26. Elxell Medical Center
27. Faiz IVF
28. General Medical Center
29. Kaye Skincare Clinic
30. Liberty Dental Clinic - Dubai

### WELLNESS
1. The Retreat Palm Dubai Mgallery by Sofitel

---

Dubai Health Tourism Guide | Knight Frank
This report is published for general information only and not to be relied upon in any way. Although high standards have been used in the preparation of the information, analysis, views and projections as presented in this report, no responsibility or liability whatsoever can be accepted by Knight Frank for any loss or damage resultant from any use of, reliance on or reference to the contents of this document. As a general report, this material does not necessarily represent the view of Knight Frank in relation to particular properties or projects. Reproduction of this report in whole or in part is not allowed without prior written approval of Knight Frank to the form and content within which it appears.

Knight Frank Middle East Limited (Dubai Branch) is a foreign branch with registration number 653414. "PSIREB" RERA ORN: 11964. Our registered office is: 5th Floor, Building 2, Emaar Business Park, Dubai, United Arab Emirates, PO Box 487207.